



# BOISE PUBLIC LIBRARY

MAYOR: Lauren McLean | DIRECTOR: Jessica Dorr

## Boise Public Library Board of Trustees Regular Meeting Agenda Wednesday, August 13, 2025, 11:30 a.m. • Main Library, Marion Bingham Room, 715 S. Capitol Blvd., Boise, ID 83702

Public can attend the meeting in person or via YouTube at the following link:  
<https://www.youtube.com/channel/UCJo0NAsCybsN0DtzuAI3LGA>

<b>BOARD OF TRUSTEES</b> Ron Pisaneschi, President Nicole Trammel Pantera, Vice President Evelyn Johnson Reshma Kamal Brian Klene	<b>MISSION</b> The Boise Public Library’s mission is to provide access and opportunity for everyone by connecting people to ideas, information, and community.
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**SUPPLEMENTAL ITEMS RECEIVED AFTER AGENDA PACKET PUBLISHED**

**AGENDA ITEM 8b: Master Facilities Plan Update**

    Boise Public Library Facilities Plan Library Board of Trustees Draft ..... 43

**MAIN LIBRARY**  
 715 S. Capitol Blvd., Boise, Idaho 83702  
 P: 208-972-8200 | TTY: 800-377-3529

**LIBRARY! AT  
 BOWN CROSSING**  
 P: 208-972-8360

**LIBRARY! AT  
 COLE & USTICK**  
 P: 208-972-8300

**LIBRARY! AT  
 COLLISTER**  
 P: 208-972-8320

**LIBRARY! AT  
 HILLCREST**  
 P: 208-972-8340

BOISE CITY COUNCIL: Colin Nash (President), Meredith Stead (President Pro Tem), Kathy Corless, Jimmy Hallyburton, Jordan Morales, Luci Willits

# AGENDA

**Boise Public Library Board of Trustees Regular Meeting Agenda**  
**Wednesday, August 13, 2025, 11:30 a.m.** • Main Library, Marion Bingham Room,  
715 S. Capitol Blvd., Boise, ID 83702

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<https://www.youtube.com/channel/UCJo0NAsCybsN0DtzuAl3LGA>

**1. Call to Order and Introductions**

**2. Communications**

None

**3. Minutes-Action Item**

- a. July 9, 2025, Regular Meeting
- b. August 1, 2025, Special Meeting

**4. Consent Agenda-Action Item**

All matters on the consent agenda are considered routine and may be approved in a single motion. A trustee may ask that an item be removed from the consent agenda and considered separately.

**a. Payment of Bills and Payroll**

**b. Financial Reports**

Year-to-Date through June 30, 2025  
Gift Fund activity for June 2025

**5. Reports**

- a. Friends of the Boise Public Library
- b. Boise Public Library Foundation
- c. Library Director including administration and management

**6. Requests for Reconsideration**

Requests for the move, or removal of materials are brought to the Board for reconsideration at the Library Board President's discretion.  
None

**7. Educational Item**

None

**8. Old Business**

**a. Boise Public Library Policy Review:  
Section 8.00, Displays and Exhibits**

Library Public Services Manager Sarah Kelley-Chase will review section 8.00, Displays and Exhibits of the Boise Public Library Policy Manual with the Trustees. This is a discussion item only as staff recommends no changes to this section of the policy manual.

This concludes the Library Board of Trustees annual policy review for Fiscal Year 2025 as stipulated by the Board's bylaws.

**b. Master Facilities Plan Update**

Staff and representatives from Group 4 Consultants will review the Master Library Facilities Plan with Trustees.

**9. Selection of Trustee to Review Payment Vouchers**

Trustee review for vouchers by Klene.

**10. Selection of Meeting Date**

Next regular/annual meeting on Wednesday, September 10, 2025.

**11. Adjourn**

*Any person needing special accommodations to participate in the above notice meeting should contact the library administration office at 208-972-8258 no later than three working days before the scheduled meeting.*

# BOISE PUBLIC LIBRARY

## Library Director's Report

### August 2025

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#### Operations

##### *Hours and Services Status*

All locations experienced normal operations during July without the need for adjustments to hours or services for any reason.

##### *City of Boise FY26 Budget Build*

On Tuesday, July 15<sup>th</sup> the Boise City Council held a public hearing for the FY26 budget. You can watch the hearing here: [Boise City Council - Evening Session](#)

Following the hearing, the council voted to move the budget to the reading calendar as presented by staff. The FY26 budget is on track to be approved on August 26<sup>th</sup> and to begin on October 1<sup>st</sup>.

##### *Lynx Library Consortium*

On July 27<sup>th</sup>, the Lynx Library Consortium released a Request for Proposal (RFP) for a new Integrated Library System (ILS). The current ILS contract is managed by the City of Boise, and the new contract will be the first that is managed by the consortium. The bidding and vendor selection process will occur between August and October of this year. Should a new ILS be selected, implementation is anticipated in the first half of 2026.

Details about the RFP can be found here: <https://lynx.lili.org/purchasing/>

#### Administration and Management Reports:

##### Programming

- Ultimate Book Nerd's [\(UBN\)](#) completion form is now open and we already have over 20 Book Nerds!
- Year two of Tales & Trails wrapped up in July. Participants met at a different trail each week, shared a story, and explored nature. It provides a safe, accessible opportunity for families to beat the heat, make friends, and try out new parks and trails. Comment from a family: "Thank you for doing this! The boys learn so much just by being out here, and we would have never visited these places without this program!"
- Staff from the Downtown Library and the Library! at Hillcrest planned a [Day of Play](#) at Franklin Park for families to enjoy the outdoors while connecting with their neighbors. Staff shared library resources and provided outdoor games and crafts.
- The Library! at Bown Crossing hosted Dinosaur Steam Fun for elementary-age kids, participants learned about fossils and did science-based dinosaur activities.
- The Library! at Hillcrest hosted a live educational Monarch Butterfly exhibit which culminated in the release of three adult butterflies.

##### Staff Development

- The Community Resource Coordinator (CRC), Haley, launched the Community Resiliency Model (CRM) Training which provides ways for staff to be grounded during difficult moments and to



incorporate daily skills to help prevent burnout. She will be visiting each location to provide the training over the next couple of months.

- Youth Services staff attended "Info2Go! Stress Management: Living Life Essentially," highlighting practical strategies for managing stress.

## Community Partners

- At the annual Bown Block Party, the Library! at Bown Crossing provided personalized book covers for participating business to put in their window for a community scavenger hunt; and hosted family friendly lawn games.
- Haley, the Library's CRC, rolled out a new resource for staff and the public: handouts on sensitive topics including caregiving for aging parents, grief, depression, medical health, and parenting. The handouts, with content created by library staff and design created by the City's Office of Community Engagement, are now available at all five library locations and the Library's [website](#). There is a saved search for each topic in the catalog that both staff and library users can access by clicking on the 'Further Reading' button on the website or scanning the QR code on the handout.
- A librarian from the Library! at Cole & Ustick attended a low vision support group and shared useful resources such as Libby, The Talking Books service, and programs the Library offers. At least two of the group members have been in to the Cole and Ustick branch to get/renew library cards since!
- Preschoolers from Born to Succeed visited the Library! at Cole & Ustick as part of their camping and outdoors study. They read nature books and did a bumblebee craft.
- Youth Services staff partnered with Parks & Rec to offer library visits for their [adaptive](#) teen camps. Campers did crafts and learned about how the Library has resources to help them with their special interests.
- A library intern and a Youth Services librarian attended the City of Boise's [Movie Under the Stars](#) event at Julia Davis Park and shared books and library resources at this well-attended event.
- A Youth Services librarian visited the BSU Children's Center [Baby and Me](#) group, where she spoke about early literacy for infants and led a storytime session with music and books.
- The Egyptian Theater reached out to Youth Services to offer free tickets to anime movies to the teens in the anime club. Several of the teens were able to attend both screenings for free and some competed in a cosplay contest.

## Communications

### *Monthly Email Newsletter: [July](#)*

- Sent July 3, 2025, 13,987 successful deliveries
- Content included articles on: Writer-in-Residence call for applications, BCAF, the new Senior Social at the Library! at Cole and Ustick, the first of the "BPL Making a Difference" series featuring a Library user at a senior center and the Library's Home-based Services librarian, Memory Café, an emergency preparedness presentation, speed friending, our program calendar, and Mango for languages.
- 58.9% read the newsletter (8,239 read out of 13,987 sent) / Click Rate 4.43% (365)

### *Ultimate Book Nerd Newsletter: [July UBN](#)*

- Sent July 22, 1,181 successful deliveries
- Open/Read Rate: 68.16% (805) / Click Rate 6.86% (81)

Note the industry benchmarks below published in the NoveList *Library Newsletters Best Practices* guide. As you can see, the Boise Public Library’s newsletter metrics are excellent compared to the industry averages, hence the focus on getting more people to sign up for our newsletter.

## 5 | Analyze Your Results

The average open rate for nonprofits and educational sectors is roughly 23-26%. If your open rates are in that range, you’re doing great.

Industry	Open Rate	CTR	CTOR	Unsubscribe Rate
Education	28.5%	4.4%	15.7%	.2%
Entertainment, Media, and Publishing	23.9%	2.9%	12.4%	.1%
Nonprofit	26.6%	2.7%	10.2%	.2%

Source: <https://www.campaignmonitor.com/resources/guides/email-marketing-benchmarks/>

### Other Marketing Activities

- Social
  - Some of our social metrics dipped in July, primarily due to fewer social posts, but we have increased the number of followers on Instagram to 7,186, up from 6,896 just a few months ago, and our engagement rates for both Facebook and Instagram continue to go up.
    - Facebook
      - 57% decrease in page impressions (5,974)
      - 50% decrease in page engagements (189)
      - 86.3% increase in post engagement rate (3.86%)
    - Instagram
      - 37% decrease in post engagement (442 engagements)
      - 15.5% increase in post engagement rate (6.65%)
      - 5% increase in followers (7,151)
- Public Service Advertising
  - Free billboard advertising for the Summer Reading Program continued with Lamar advertising
- Other
  - Updated the Library’s Community Resources Page with mental health resources for grief, depression, parenting, caregiving, and medical health
  - Began developing signage for the Downtown Library lobby and floors for the construction period
  - Updated and distributed 100 “Welcome to the Library” brochures for National Night Out events
  - Finalized a new set of Library vinyl and non-vinyl stickers
  - Various collateral and website updates

# DOWNTOWN LIBRARY IMPROVEMENTS, COLE & USTICK BOOK SORTER & LIBRARY FACILITIES PLANNING PROJECT STATUS REPORT

Project Start Date:	Summer 2022	Estimated Finish Date:	Ongoing
Project Manager:	Lindsay Erb	Department:	Library

**PROJECT STATUS:**

<b>Period Covered:</b>	July 2025
<b>Project Summary</b>	<ul style="list-style-type: none"> <li>▪ <u>Downtown Library</u> numerous major repair and maintenance items that need to be addressed to give the library another 20+ years of life, along with space reconfigurations to better serve the public. This work will consist of a program of projects to occur over several years based on project prioritization and budget.</li> <li>▪ <u>Cole &amp; Ustick Library</u> new book auto sorter and tenant improvements.</li> <li>▪ <u>Library Facilities Master Planning</u> to address facilities needs for the next 20 years which will be utilized to aid in future decisions about location, size, design and functions of library facilities as well as to better understand staffing needs and potential funding options.</li> </ul>
<b>DOWNTOWN LIBRARY IMPROVEMENTS UPDATE</b>	<p><b><u>1<sup>st</sup> Floor Renovations and Deferred Maintenance:</u></b></p> <ul style="list-style-type: none"> <li>✓ Project Scope: Includes 1<sup>st</sup> story portion of building only which includes renovations to information desk, Hayes auditorium, collections, and youth services areas.</li> <li>✓ Deferred maintenance / building systems upgrades will be part of this project scope which includes updates and modifications to the existing mechanical, electrical, plumbing, and fire alarm.</li> </ul> <p>Status:</p> <ul style="list-style-type: none"> <li>• First floor GMP to go to council 8.12.25</li> <li>• Construction start is estimated to begin September 2025 dependent on lead times / submittal / bid results and budget review. Pre-</li> <li>• Construction logistics are ongoing with PW / Library leadership team.</li> <li>• Furniture Planning is ongoing.</li> <li>• Exterior Facade and Window improvements scope of work will go out to bid in the spring FY26.</li> </ul> <p><b><u>Major Parking Lot Replacement</u></b></p> <ul style="list-style-type: none"> <li>✓ Project Scope: Includes replacing existing parking lot storm drainage system and reconfiguring vehicular access, circulation, parking, bike / pedestrian traffic, geothermal line replacement feeding library, landscaping, and site amenities (Book Drop location).</li> <li>✓ South end of parking lot to be completed late Summer 2025 per status update below.</li> </ul> <p>Status:</p> <ul style="list-style-type: none"> <li>• Schematic design is complete, and pricing received from CM Co for FY27 budget request preparation.</li> <li>• The South end of parking lot will be completed with CCDC work at Anne Frank Memorial and greenbelt re-alignment project at end of 8<sup>th</sup> Street to tie geothermal line connecting Capitol Blvd and 8<sup>th</sup> Street</li> </ul>

	<p>lines into existing line feeding the library. Construction is currently underway.</p> <ul style="list-style-type: none"> <li>• Engagement with Arts and History and Community Engagement has begun to support existing and future art opportunities and wayfinding signage</li> </ul> <p><b><u>Brick repairs/ Window Replacements</u></b></p> <ul style="list-style-type: none"> <li>✓ Project Scope: Repair exterior cracks in mortar &amp; window replacement for 2<sup>nd</sup> – 4<sup>th</sup> floors.</li> </ul> <p>Status:</p> <ul style="list-style-type: none"> <li>• Out to bid in August.</li> <li>• Work is tentatively planned to begin Fall 2025, pending budget is aligned with bidding climate.</li> </ul> <p><b><u>Elevator Upgrades – 4 story</u></b></p> <ul style="list-style-type: none"> <li>✓ Project Scope: Upgrade elevator in 4 story with an MRL traction system. This will remove the hydraulic mechanics and replace car completely to have a better overall performance and eliminate the risk of down time due to unexpected underground leaks. There is anticipated energy savings with this type of installation.</li> </ul> <p>Status:</p> <ul style="list-style-type: none"> <li>• Elevator report was completed in 2022 with recommendations for elevator improvements over the next 4-7 years.</li> <li>• Design has begun. Permit submission slated for mid summer 2025 with bidding to start Fall 2025 to accommodate the lead times for elevators and align construction with 1<sup>st</sup> floor closure.</li> </ul>
<p><b>COLE &amp; USTICK AUTOSORTER UPDATE</b></p>	<p><b>Scope:</b> Installation of new book auto sorter and tenant improvements to accommodate new auto sorter and staff model update and associated furniture needs.</p> <p>Status:</p> <ul style="list-style-type: none"> <li>• AutoSorter delivery and installation is scheduled for September 2025.</li> <li>• Tenant improvements on track to begin August 2025</li> </ul>
<p><b>LIBRARY FACILITIES PLANNING UPDATE</b></p>	<p><b>Scope:</b> Assess space utilization, develop and implement a community engagement process to ensure alignment with strategic planning goals and the community, develop recommendations/ alternatives to close the gap with cost estimates, develop various models for new facilities including recommended approach and locations, sizes, and types which includes options for phasing and preparing a 20-year implementation schedule.</p> <p>Status:</p> <ul style="list-style-type: none"> <li>• Draft of facility plan has been received and under review by Library and Public Works. Update to Board in August.</li> </ul>

Overall Project Health	<p>Summary:</p> <p><b>Downtown Library:</b> 1<sup>st</sup> floor renovations with deferred maintenance items are anticipated to be completed by fall of 2026.</p> <p>Major parking lot replacement construction is estimated to begin in fiscal year 2027 when funding is available.</p> <p><b>Cole &amp; Ustick Library:</b> On budget, schedule of delivery has aligned better with construction which is anticipated in fall of 2025.</p> <p><b>Library Master Facilities Planning:</b> On budget &amp; schedule</p>
Highlights	<p><b>Downtown Library:</b> Estimated construction start for early fall. GMP will be approved at City Council on Aug. 12, 2025. Plans have been shared with City Council, Library Board of Trustees, and public.</p> <p><b>Cole &amp; Ustick Library:</b> Permit under review. GMP finalization expected early July. Construction starting in early August with delivery of auto sorter scheduled for install in the fall of 2025.</p> <p><b>Library Master Facilities Planning:</b> Meetings to present draft to steering committee and Board are scheduled and initial comments reviewed and returned to consultant.</p>

**PROJECT COMPONENTS:**

Component	Notes
Scope	Public Works is continuing to review the program of projects to determine proper prioritization based on the information provided in the condition assessment report, efficiencies, and budget.
Budget	The budget will continue to be monitored as we receive estimates and bids to determine the work that can be completed this fiscal year. We have City contingency set aside for each project to ensure we have funding for any potential change orders during construction.
Schedule	Any project specific schedule delays will be noted in the bid package updates section.
Risks	Construction market challenges, including finding multiple bidders and pricing. 1 <sup>st</sup> floor renovation project will include deferred maintenance and full electrical replacement for the building. Electricians are in high demand with large scale projects under construction in the valley. Pending tariffs could cause spikes in construction costs.
Resources	

**SCOPE MANAGEMENT:**

Status	Discussion
<b>Accomplished</b>	Downtown Library: <ul style="list-style-type: none"><li>• Auto sorter room construction</li><li>• Roof replacement &amp; lighting upgrades along parapet</li><li>• 4<sup>th</sup> floor &amp; partial 1<sup>st</sup> floor tenant improvement</li><li>• Minor Parking Repairs</li><li>• East &amp; West stair railing work</li><li>• Visioning work to establish alignment for interior design materials &amp; finishes</li><li>• Fire pump replacement</li><li>• Restroom/ plumbing construction work (1<sup>st</sup> through 4<sup>th</sup> floors- 4 Story Portion)</li></ul>
<b>Planned</b>	Downtown Library: <ul style="list-style-type: none"><li>• 1<sup>st</sup> floor renovations and building systems upgrades</li><li>• Exterior brick repairs/ window replacements</li><li>• Major parking lot replacement</li><li>• Elevator Replacement</li></ul>





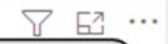
# BOISE PUBLIC LIBRARY

Library Statistics Report to the Board of Trustees | August 2025

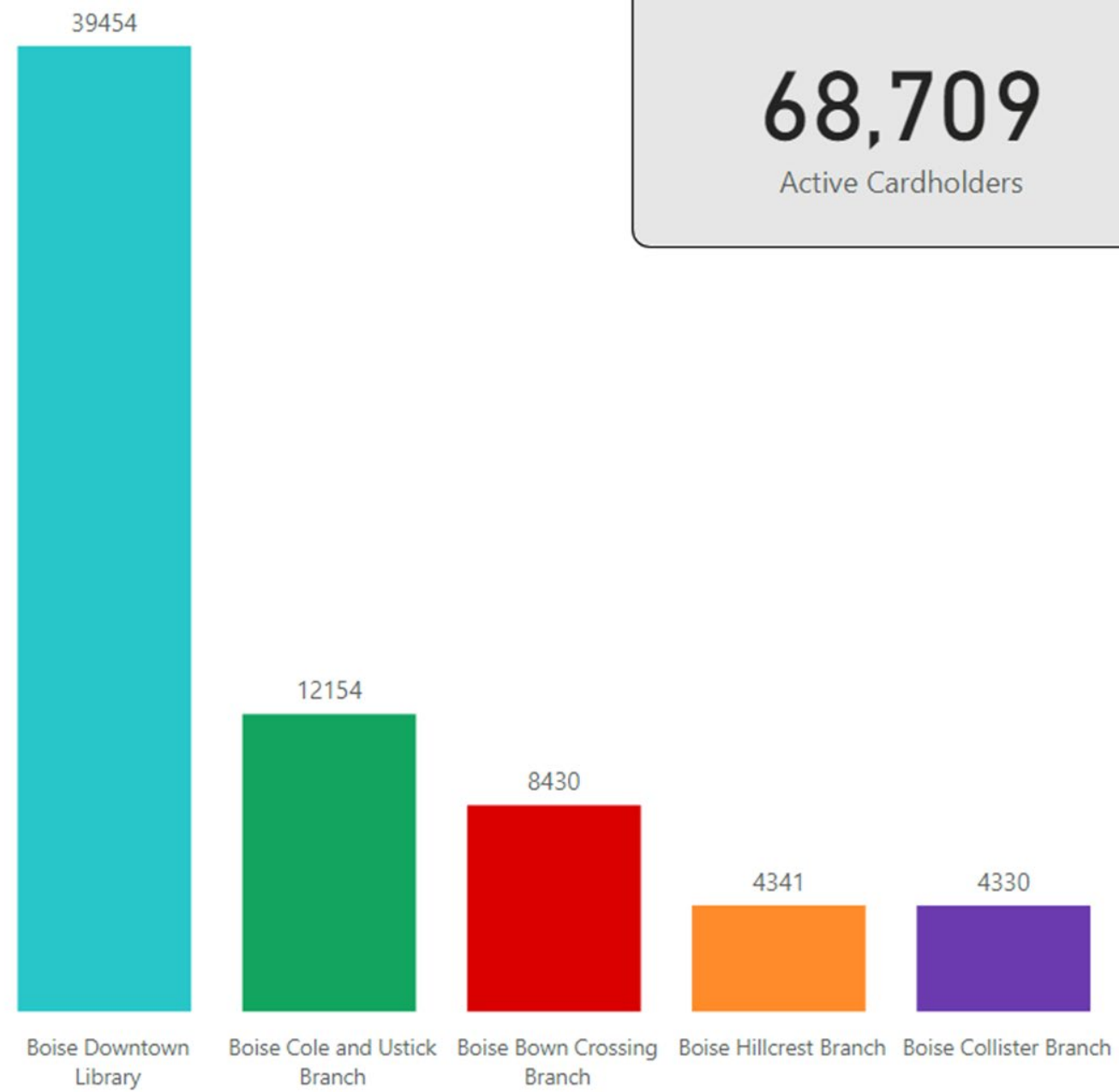
# Active Cardholders



# Active Card Holders



**68,709**  
Active Cardholders



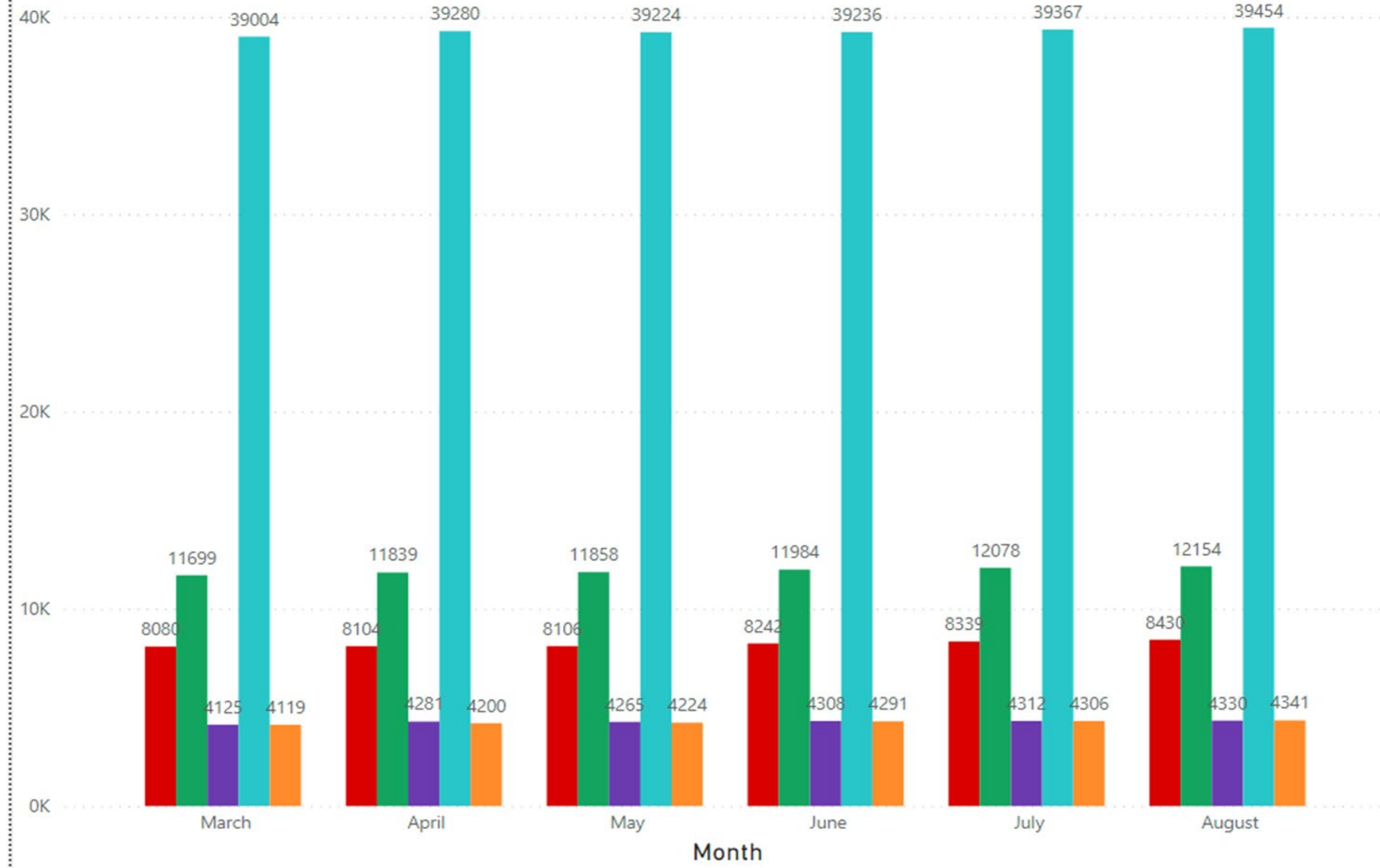
# Cardholders by Month FY25



# Active Cardholders by Month and Branch



Branch ● Bown Crossing ● Cole and Ustick ● Collister ● Downtown ● Hillcrest



# In-Person Visits

436,764

YTD through Last Month

64,030

Prior Month

64,070

Prior Month Prior Year

0%

Month Percent Change

628,059

YTD Fiscal

599,822

LastYTD Fiscal

+5%

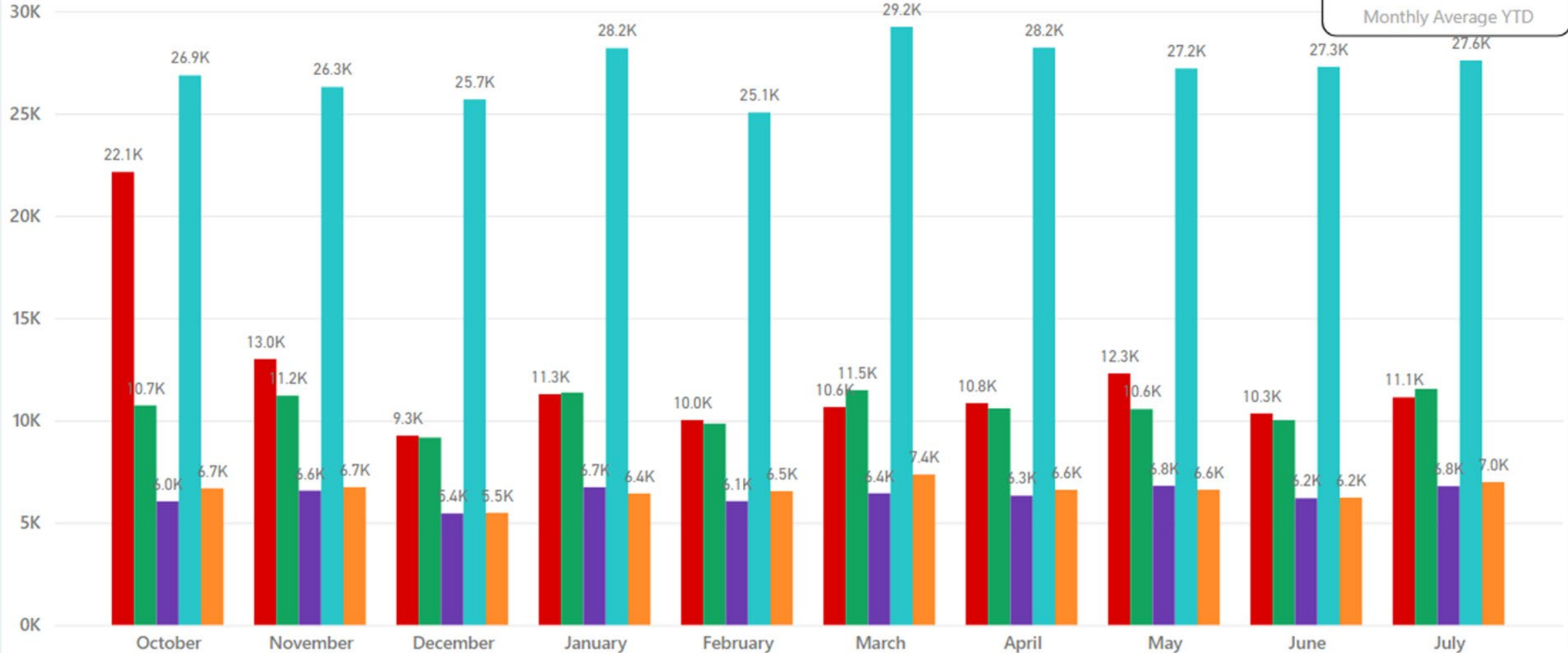
YTD Percent Change

### In-Person Visits Fiscal Year25

● Bown Crossing ● Cole & Ustick ● Collister ● Downtown ● Hillcrest

62,395

Monthly Average YTD



64,030

Prior Month

64,070

Prior Month Prior Year

0%

Month Percent Change

628,059

YTD Fiscal

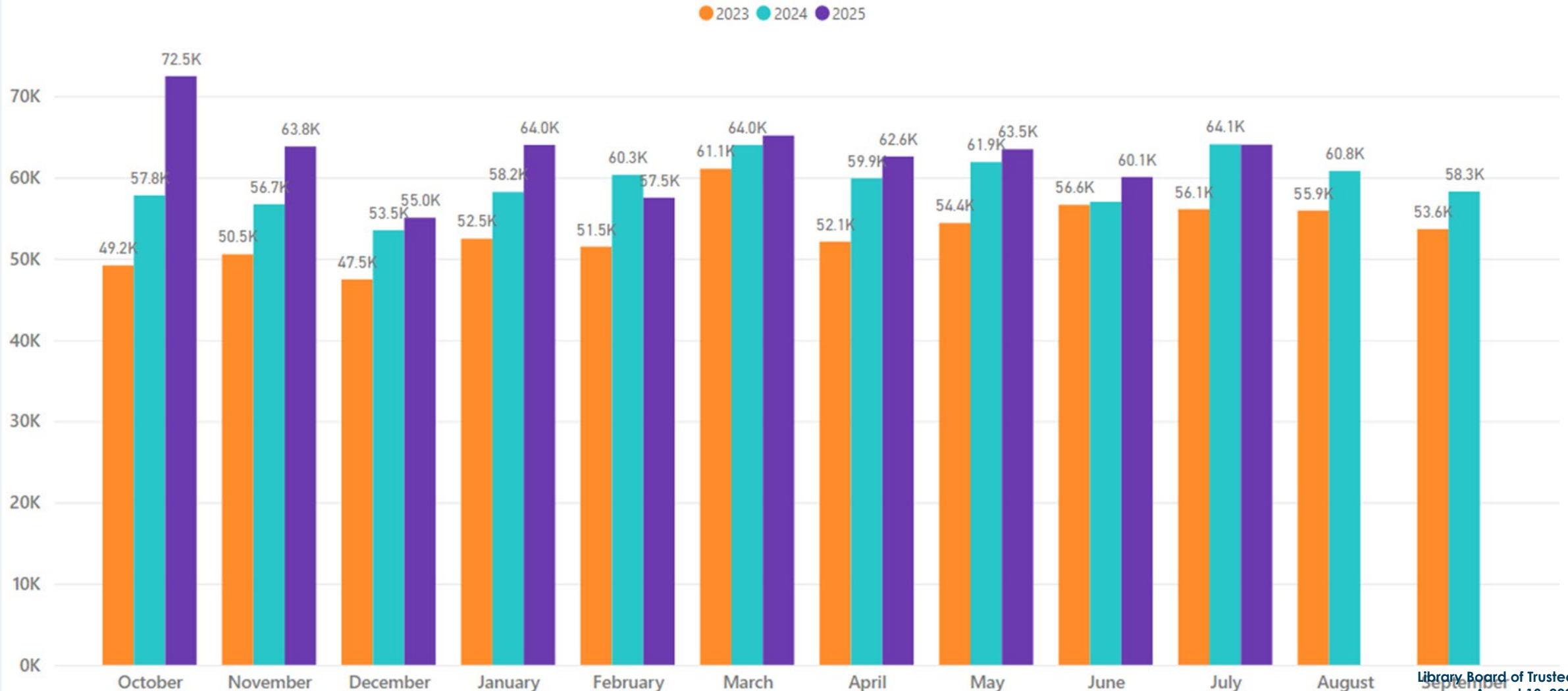
599,822

LastYTD Fiscal

+5%

YTD Percent Change

Total In-Person Visits by Year



# Physical Circulation

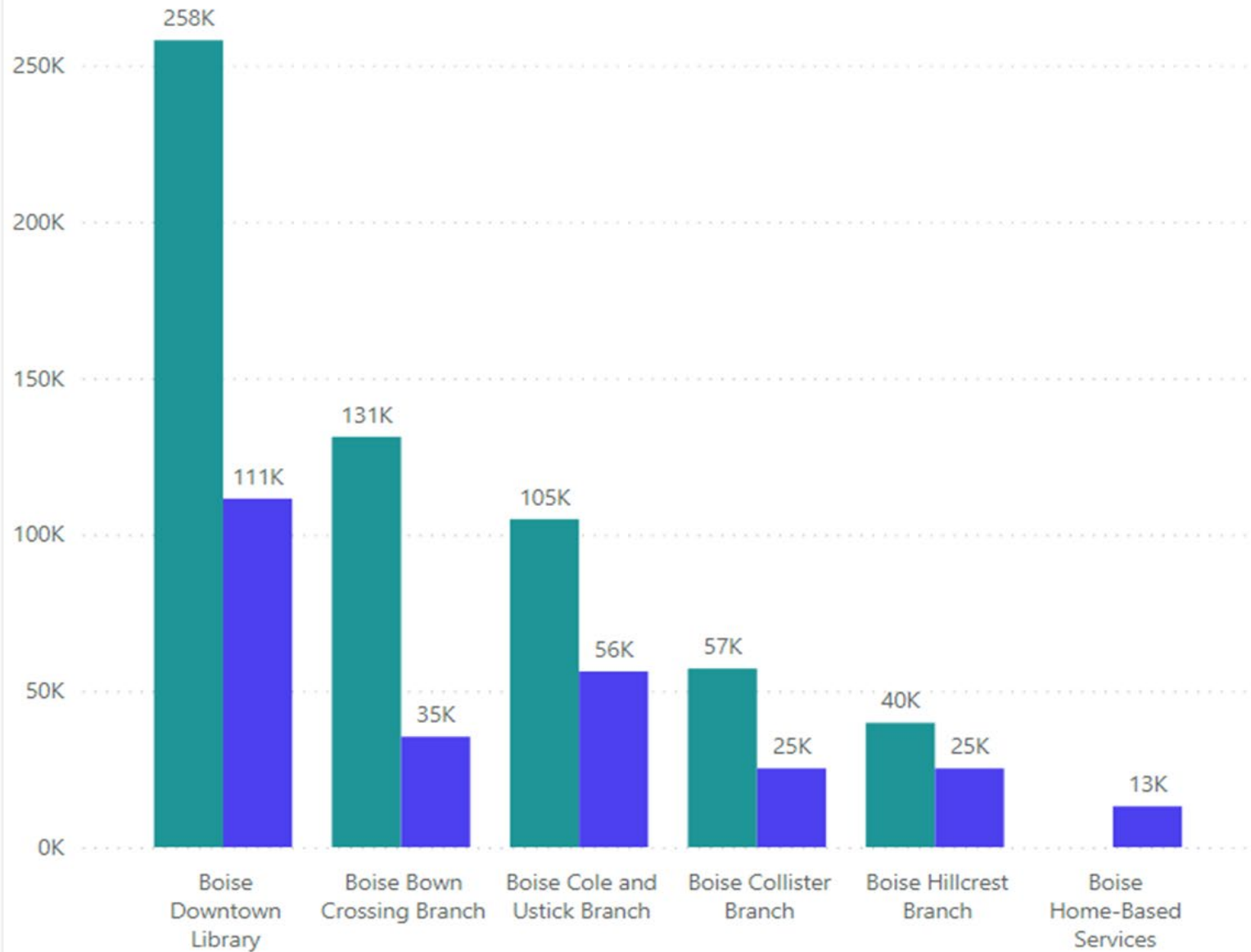
# Physical Circ by Location FYTD25



## Checkout

● Self Checkout

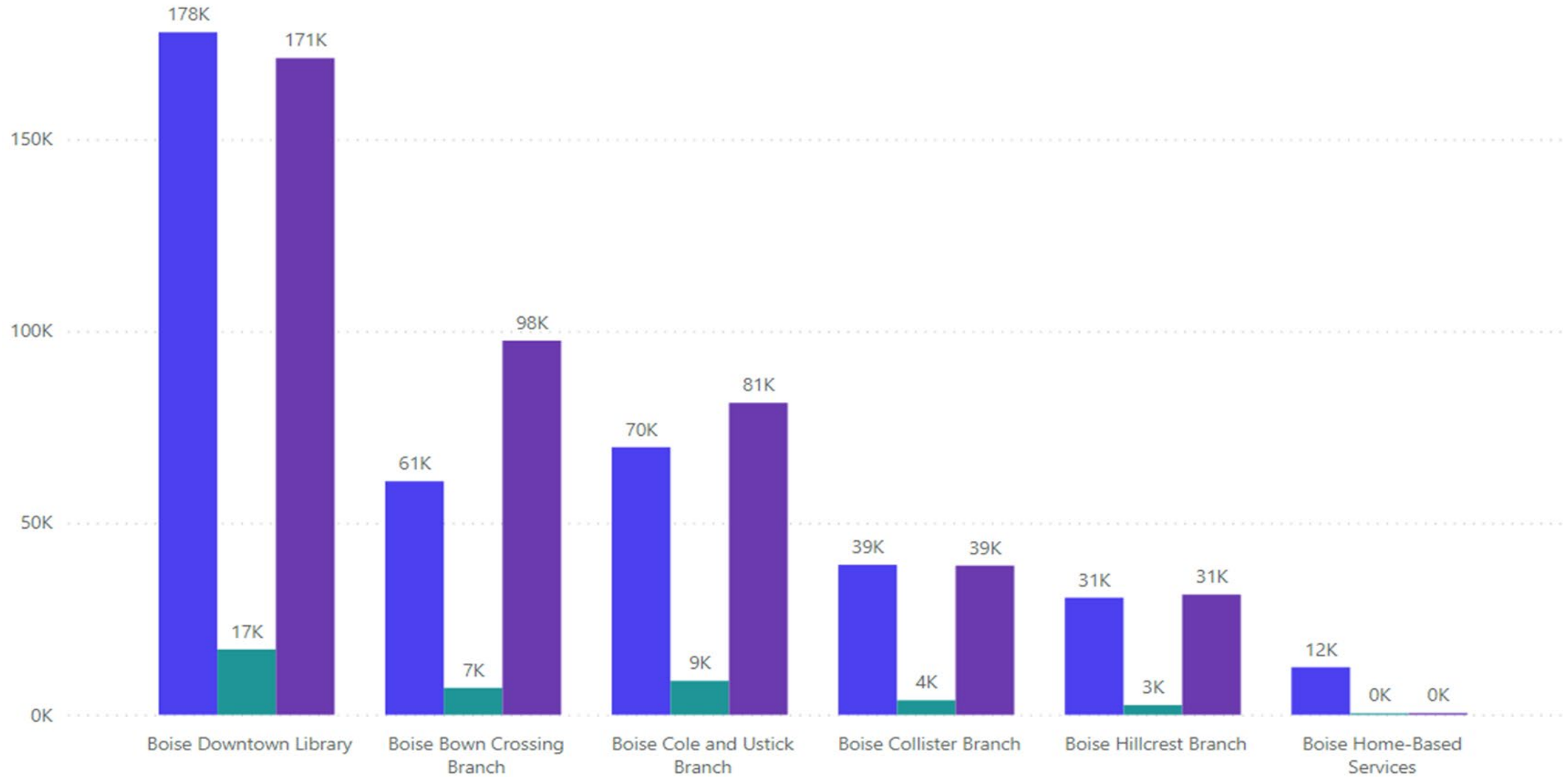
● Staff-Assisted Checkout and Renewal



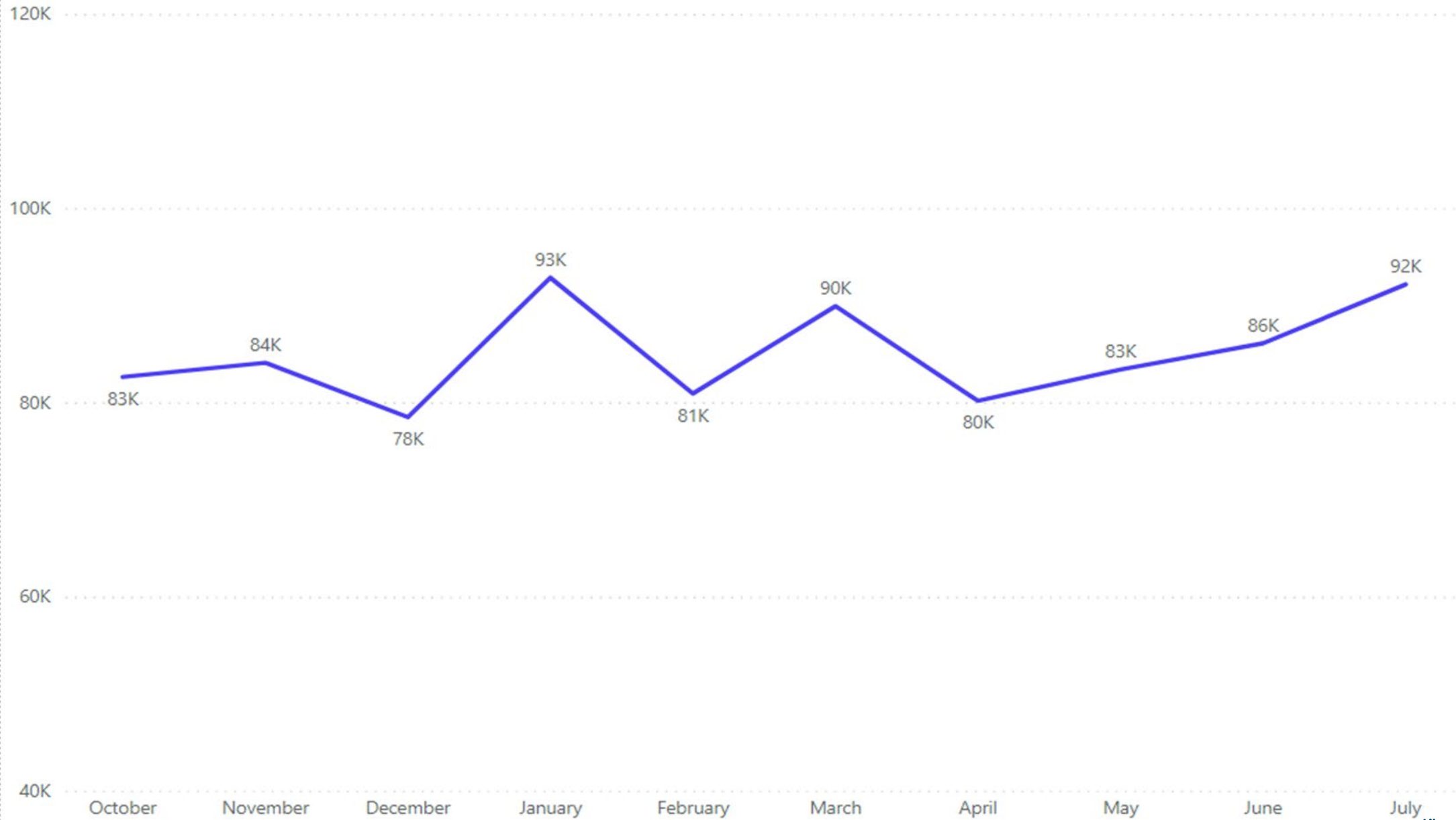


# Physical Circulation by Audience FYTD '25

**Audience** ● Adult ● Teen ● Youth



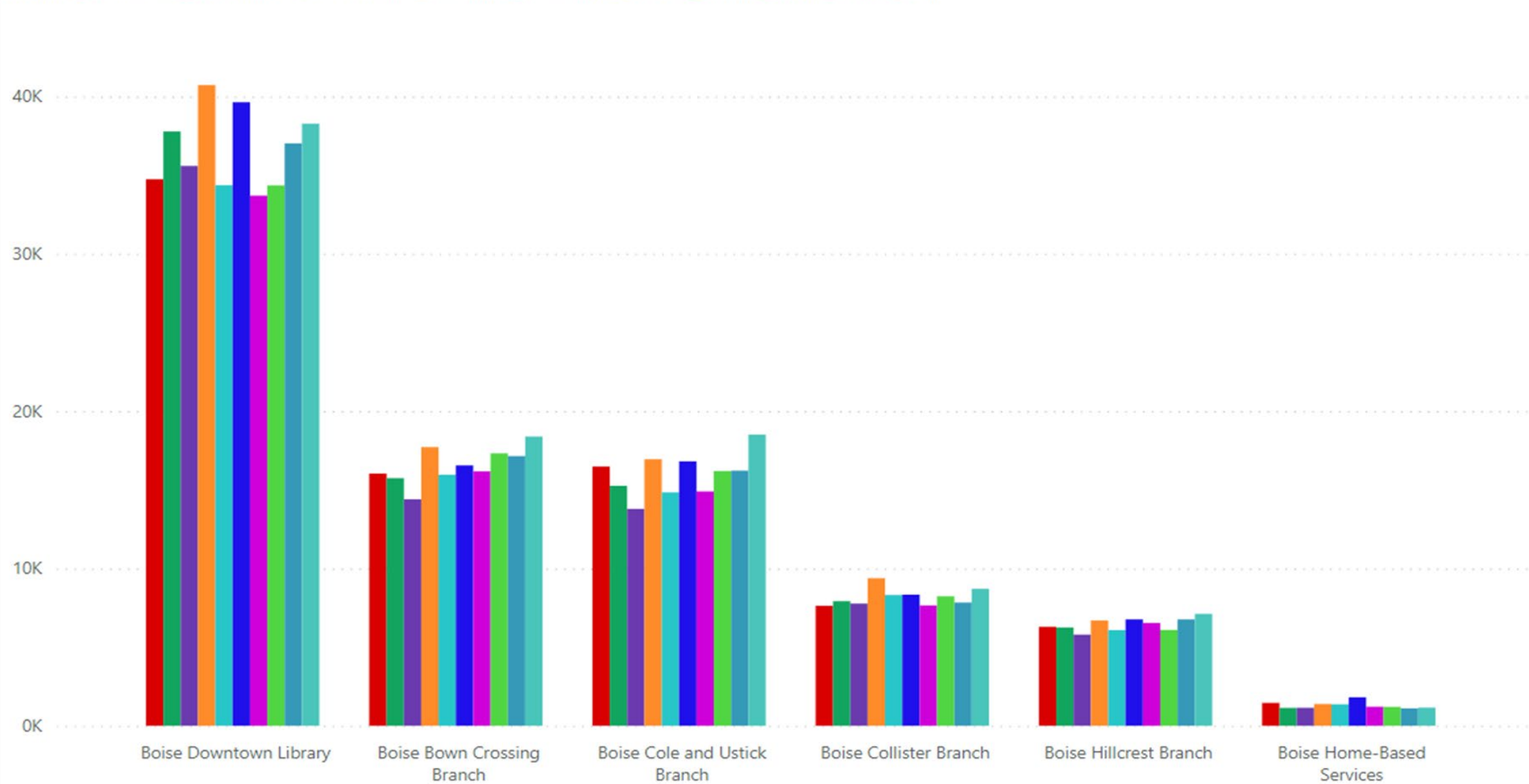
# Physical Circulation - Fiscal Year '25



# Physical Circulation for Fiscal Year '25



Month ● October ● November ● December ● January ● February ● March ● April ● May ● June ● July

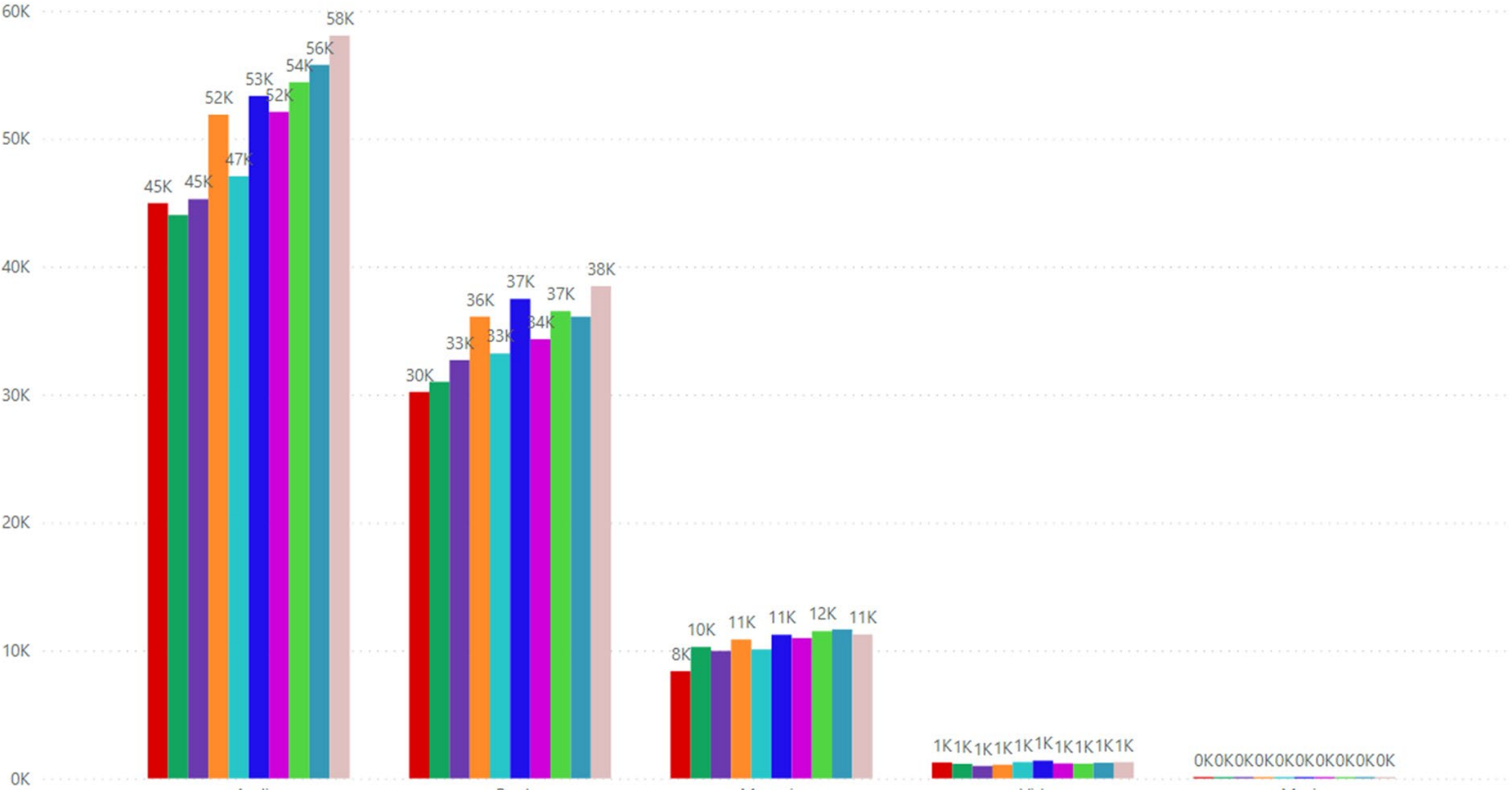


# Digital Circulation

# Digital Circulation by Format FY '25



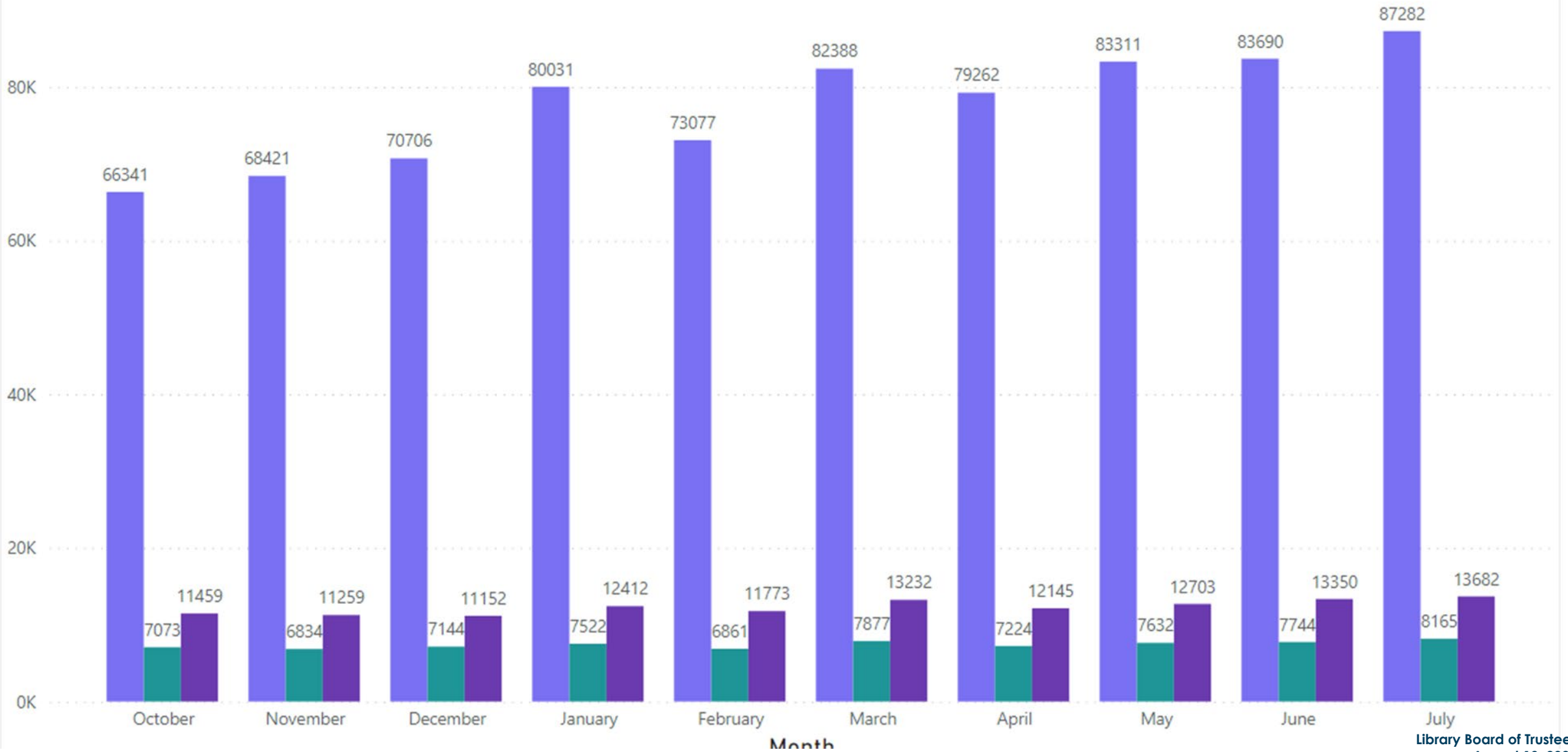
Month ● October ● November ● December ● January ● February ● March ● April ● May ● June ● July



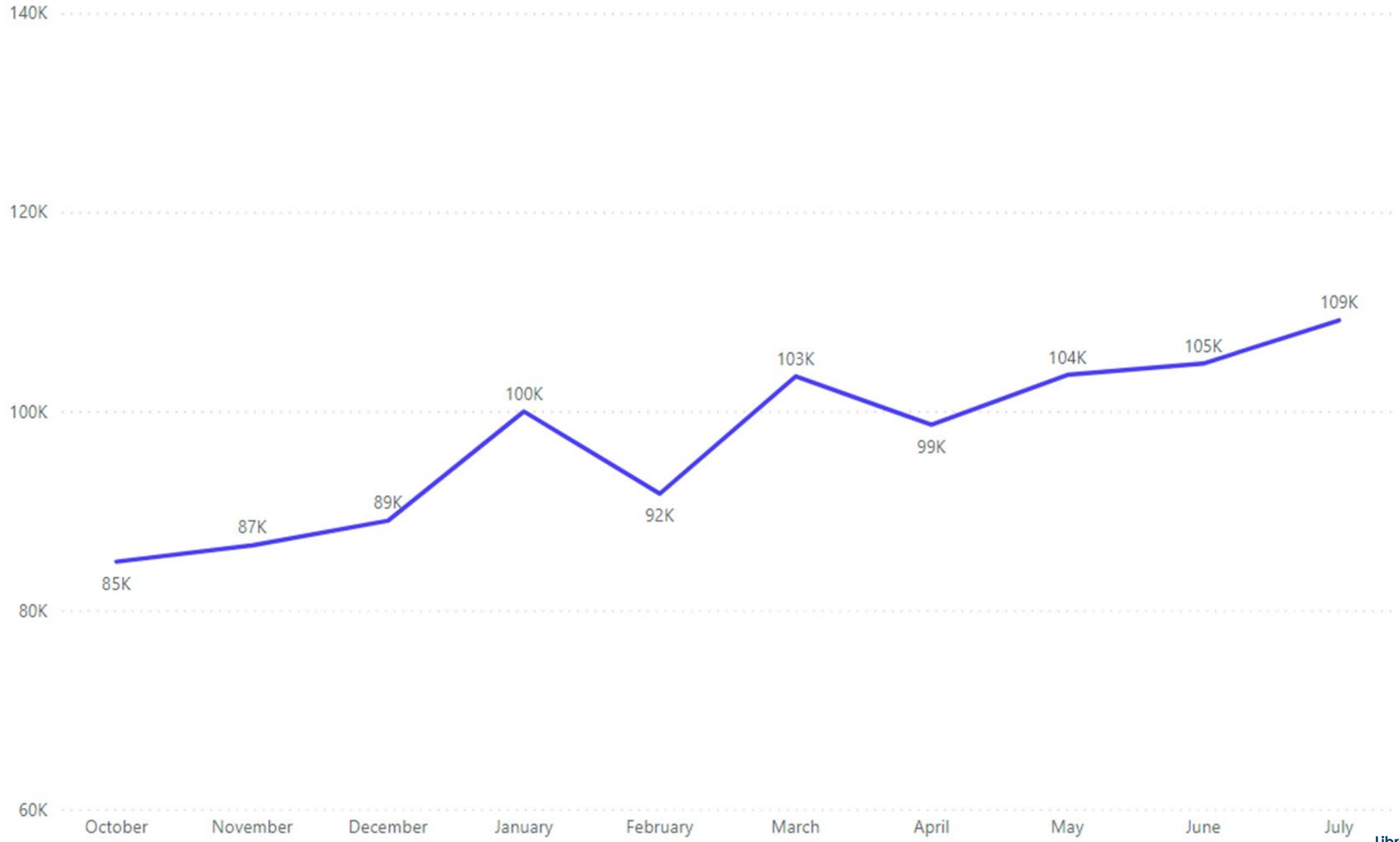
# Digital Audiences by Month - FY25



**Audience** ● Adult ● Teen ● Youth



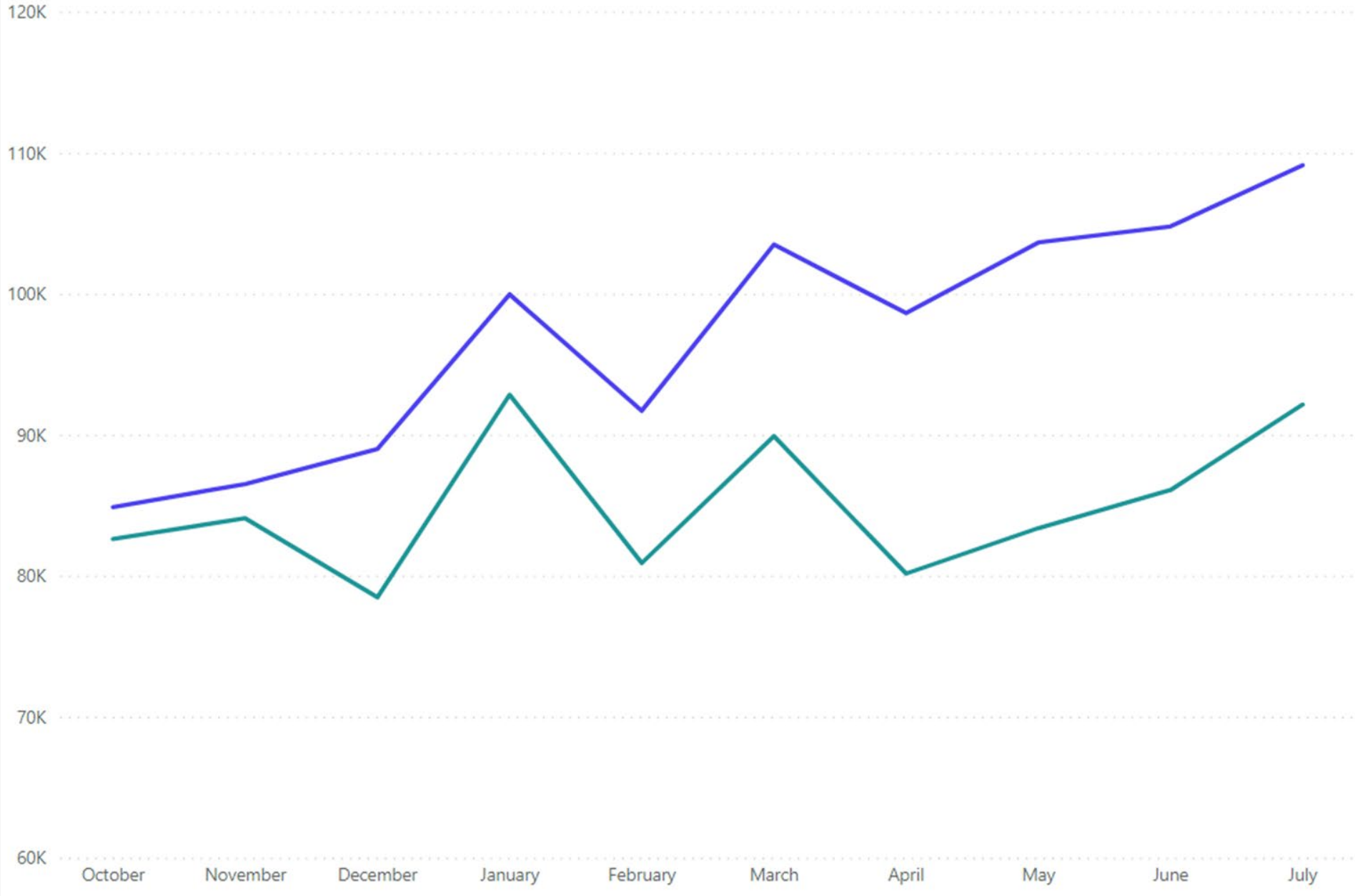
🔍 📄 ...  
Digital Circulation by Month - FY25



# Physical and Digital Circulation FY25



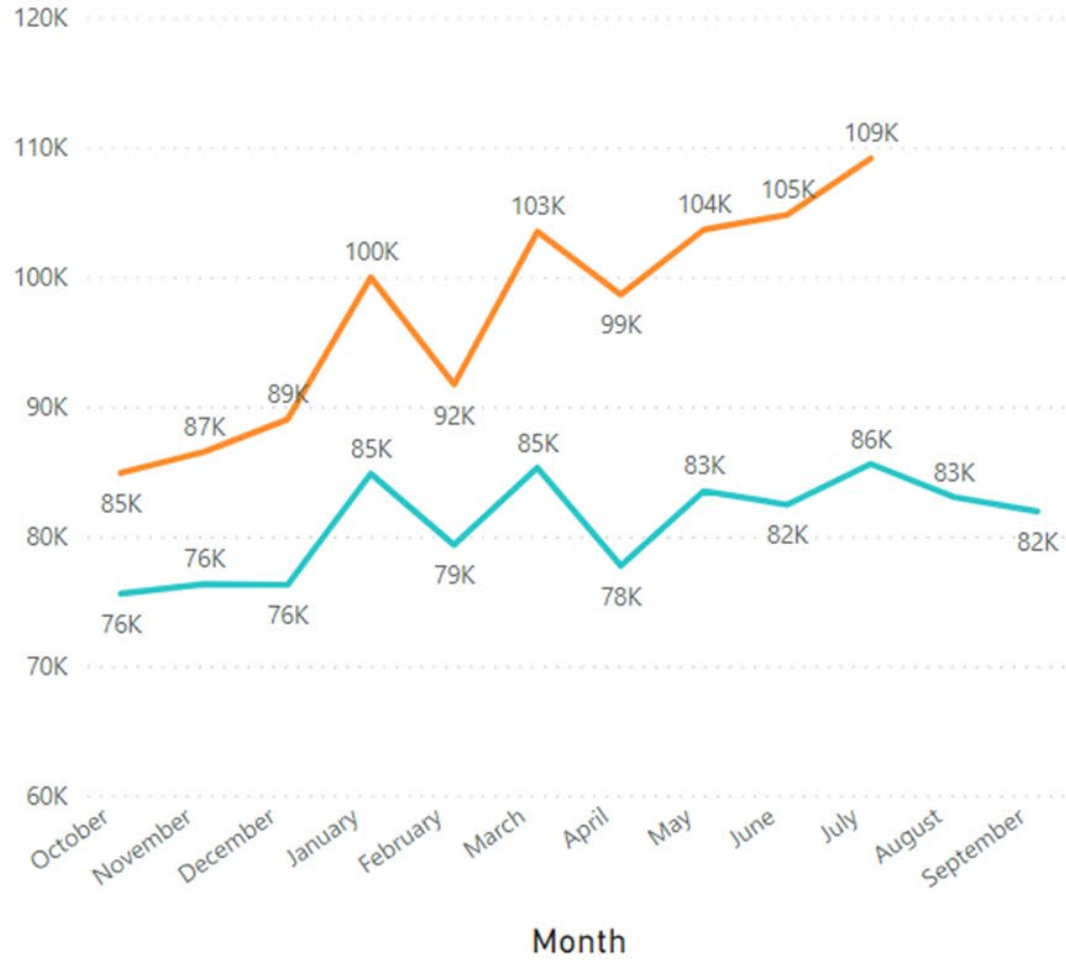
● Digital ● Physical





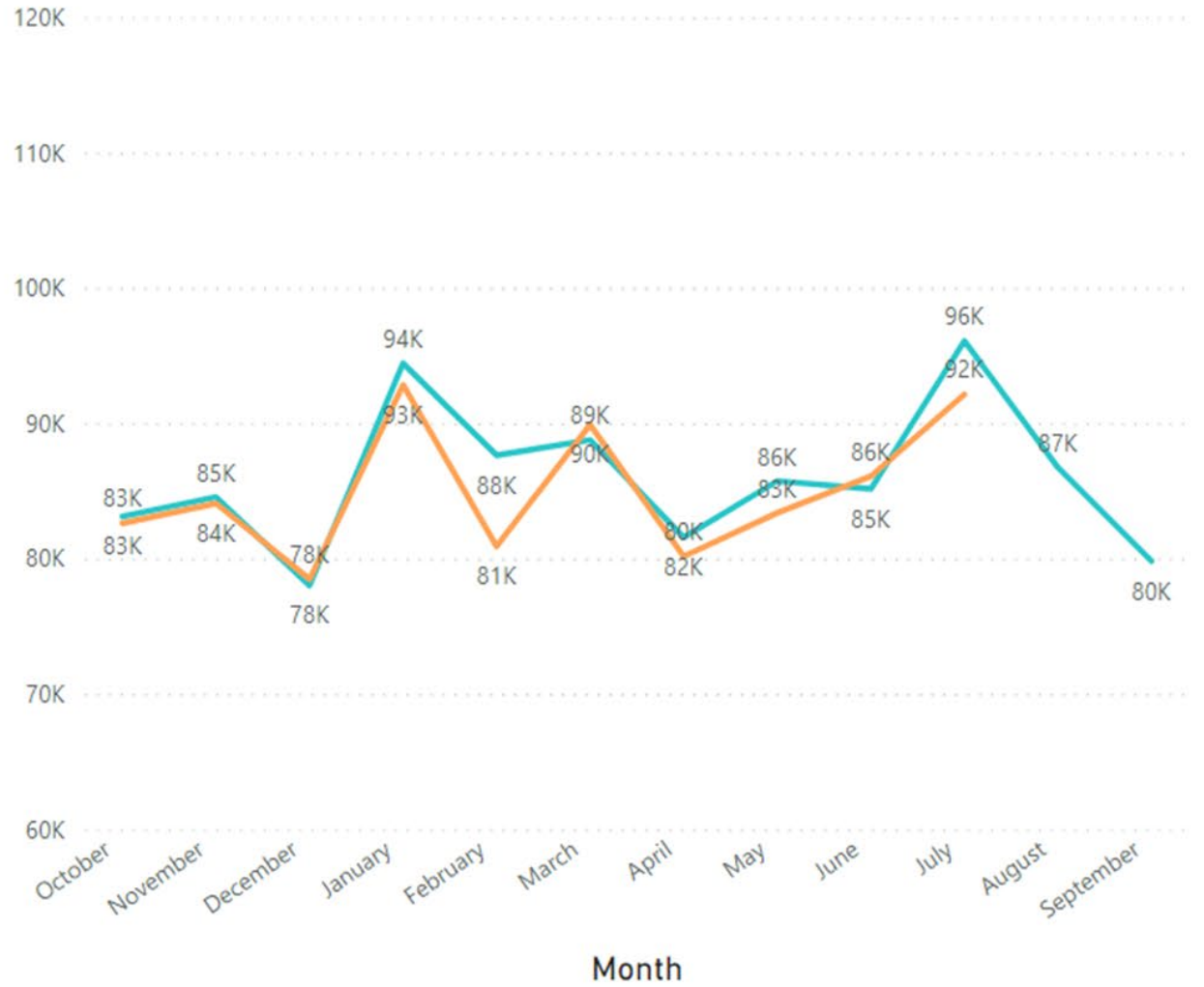
## Digital Circulation Historic

FiscalYear ● 2024 ● 2025



## Physical Circulation Historic

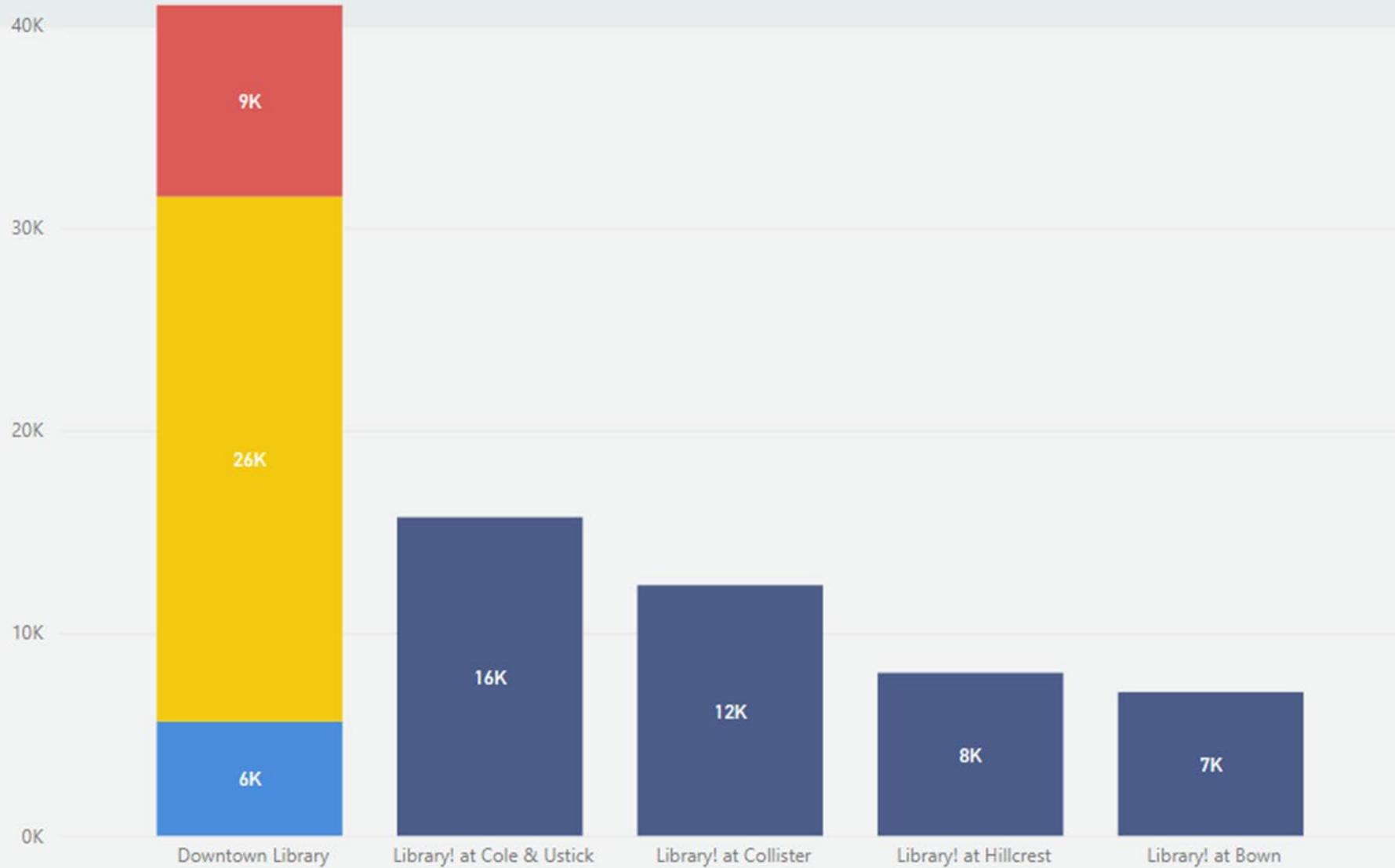
FiscalYear ● 2024 ● 2025



# Reference

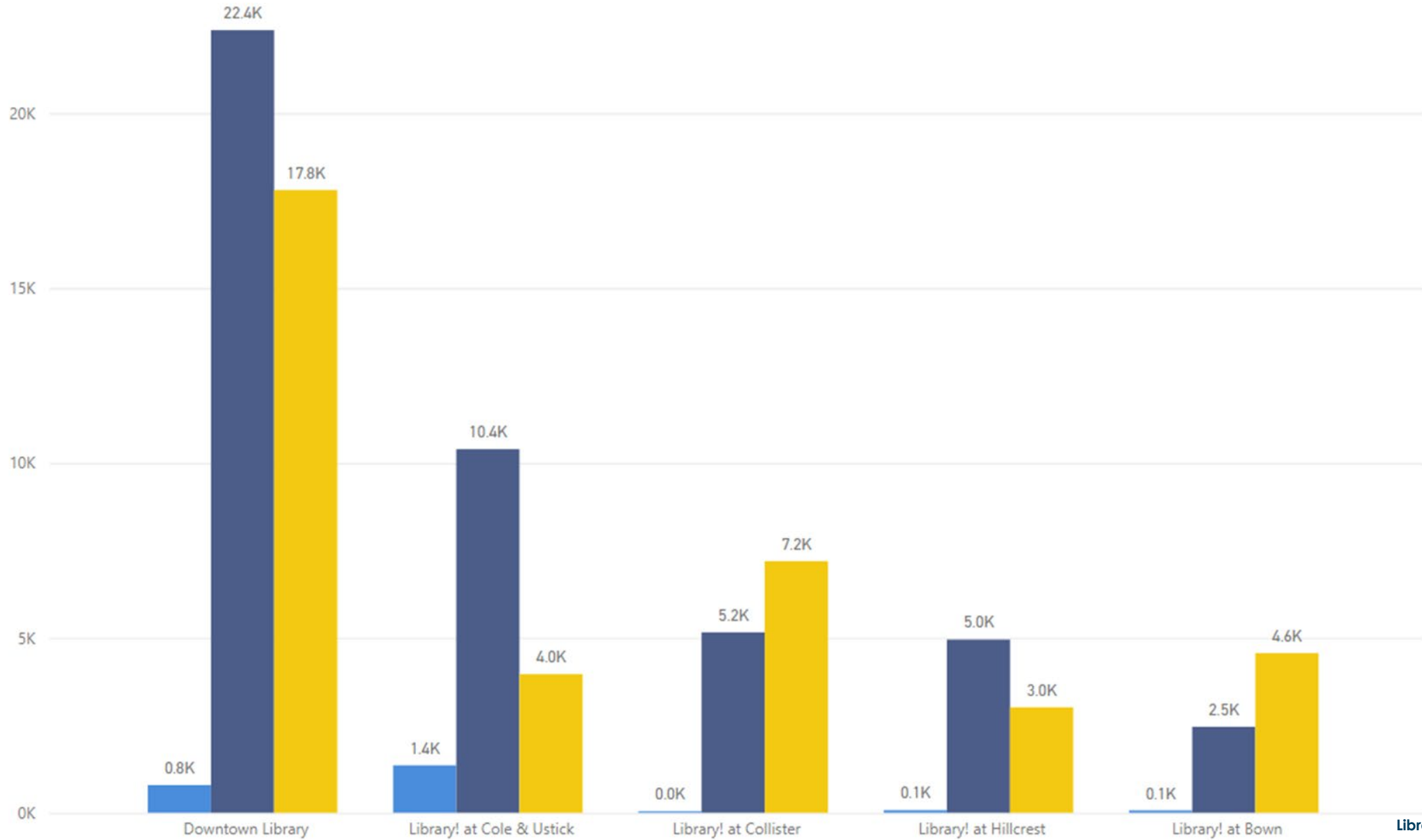
## Question Count by Desk and Location FY25

Location ● Circulation ● Desk ● Info Services ● Youth Services



# Question Type by Location FY25

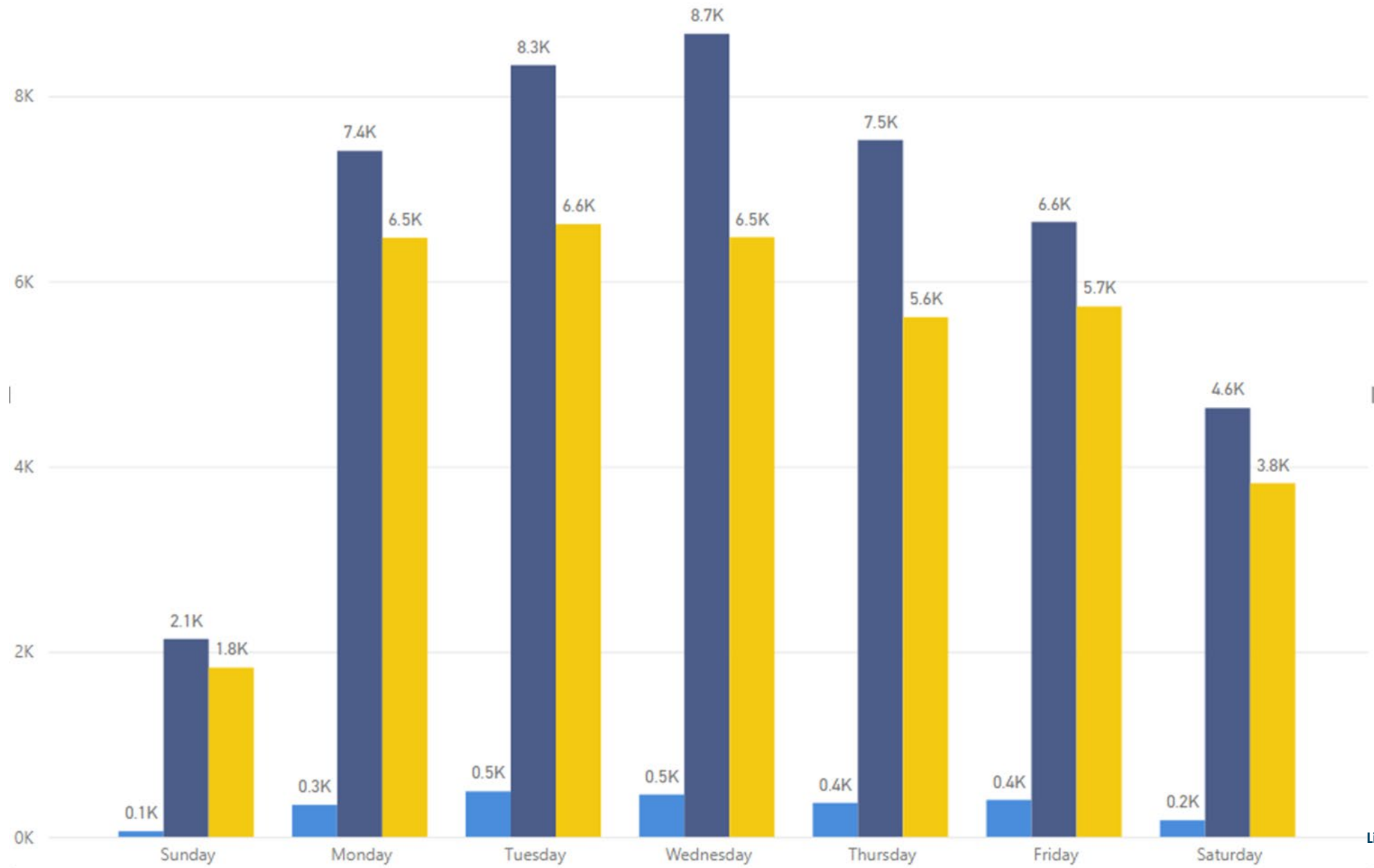
Question Kind ● Curbside Holds Pickup ● Directional ● Reference



# Question Type by Day of Week FY25



Question Kind ● Curbside Holds Pickup ● Directional ● Reference

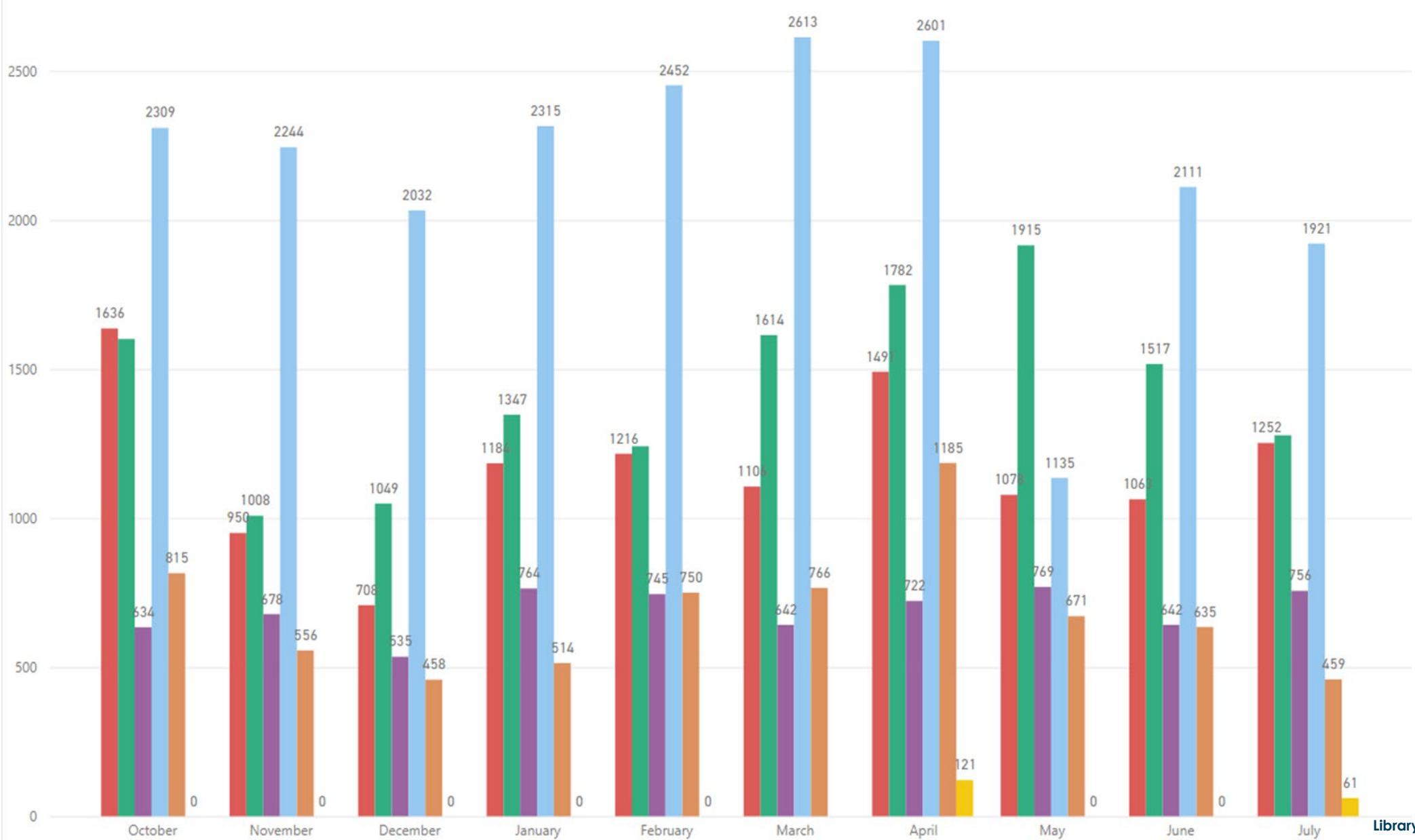


# Programs

# All Branches Program Attendees FY25

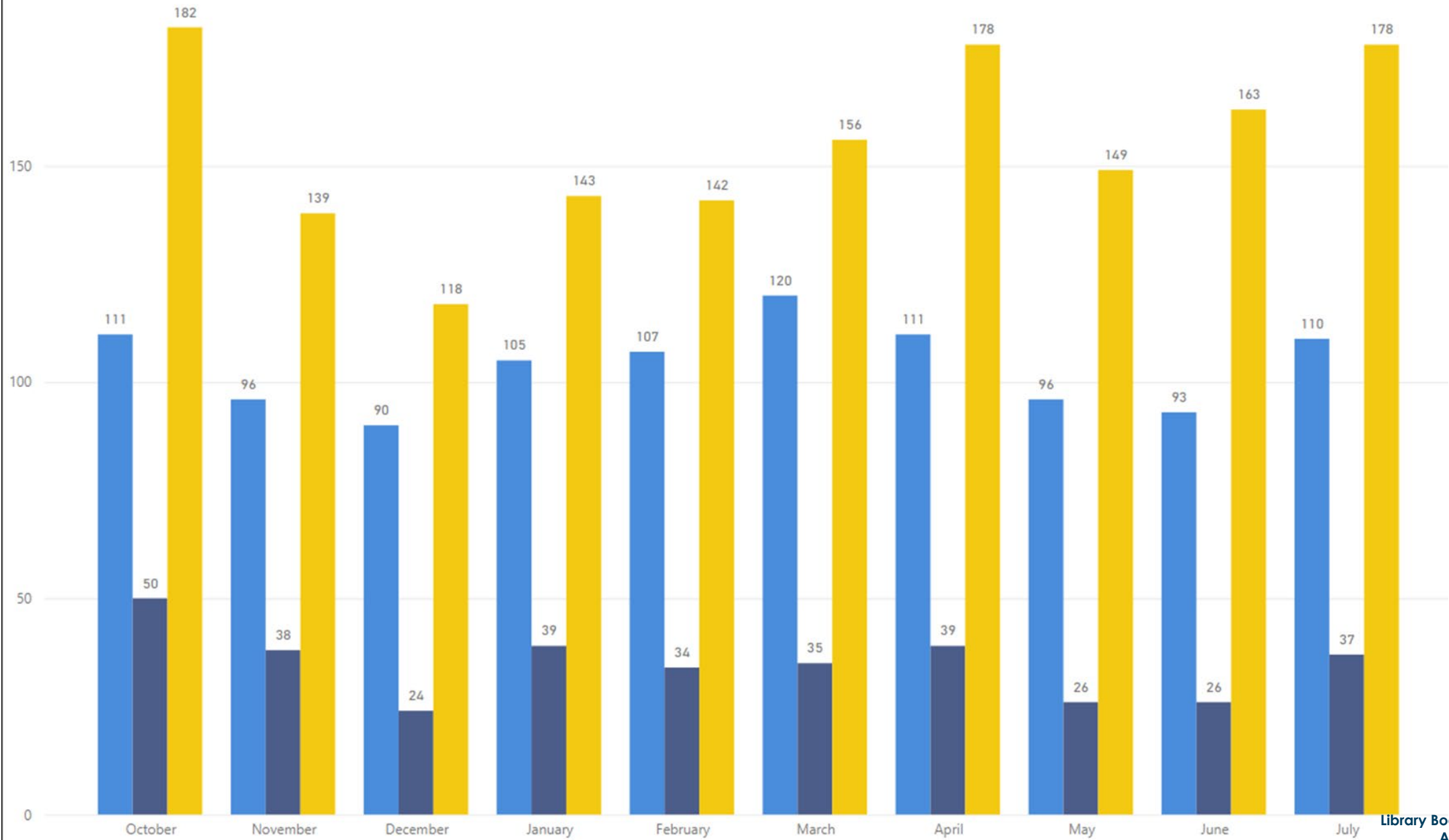


campus ● Bown ● C & U ● Collister ● Downtown ● Hillcrest ● System



# Events by Audience FY25

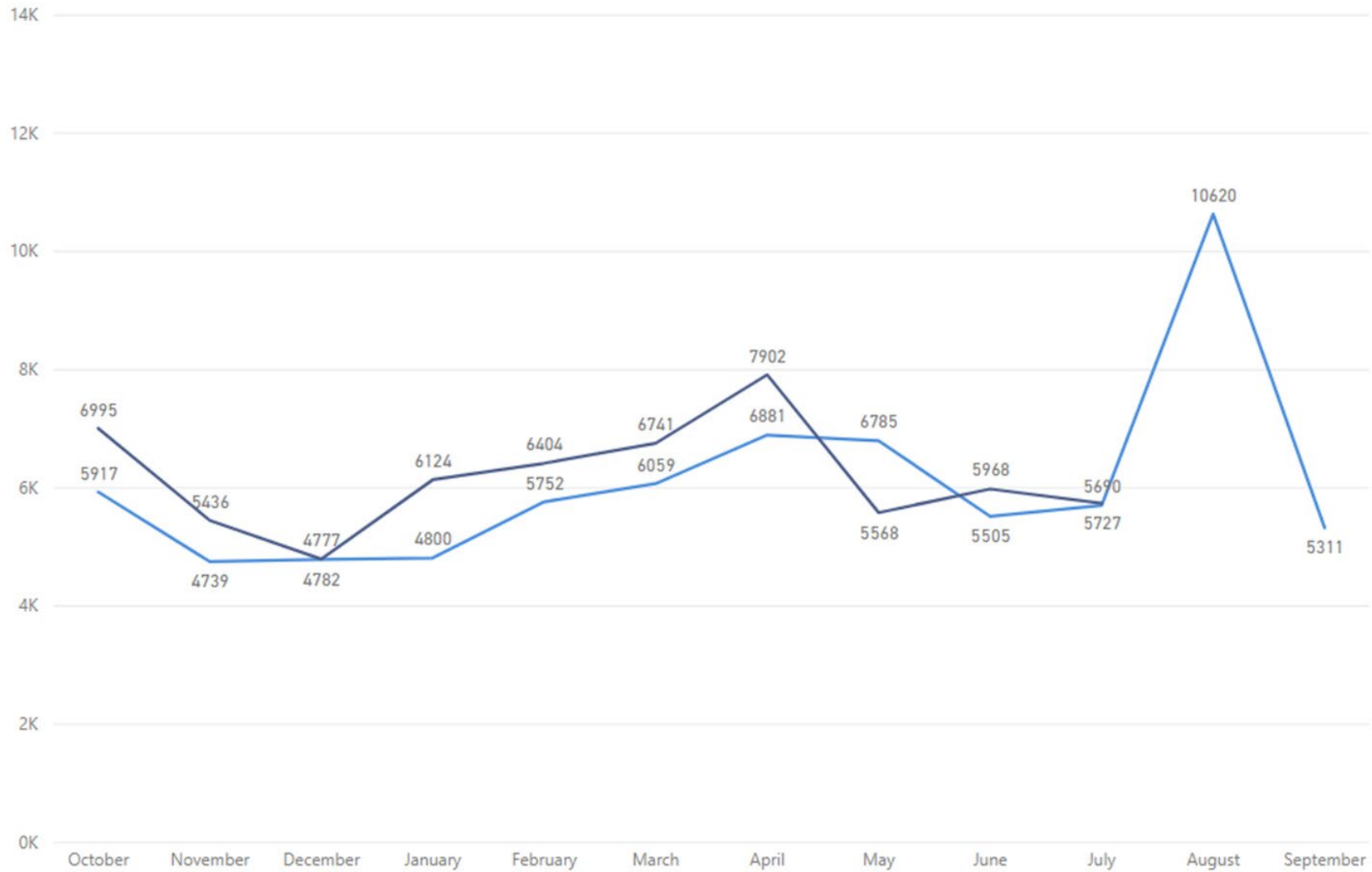
Audience\_Types ● Adults (18 & Over) ● Teens (12-17) ● Youth





# Program Attendance FY24-FY25

fiscal\_year ● 2024 ● 2025



# Boise Public Library

## Policy Review August 13, 2025

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Policy items reviewed and presented are as follows:

SECTION 8.00, *Displays and Exhibits*

- Policy 8.01, Displays
  - Regulation 8.01a, Display Cases
  - Exhibit 8.01b, Display Form
- Policy 8.02, Bulletin Boards
  - Regulation 8.02a, Bulletin Board Guidelines

*Staff Recommendations:*

Section 8.00, *Displays and Exhibits* of the Boise Public Library Policy Manual is presented to the Library Board for review. Staff have no recommended changes on the policies presented.

Document Type:	Policy
Number:	8.01
Effective:	03-01-2011
Revised:	09-14-2022
Last Reviewed:	06-05-2024

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## DISPLAYS

The Library will consider requests from organizations, businesses, and industries to exhibit displays. The Library does not advertise commercial endeavors unless the Library is a beneficiary of those endeavors. In all instances, the Library reserves the right to refuse any materials for display. The Library will attempt to protect material displayed, but is not responsible for loss or damage to such material.

The terms and conditions under which items may be accepted for display in the Library:

1. The Director or their designee may determine the suitability of a given item for display, considering the facilities available, the objectives of the Library, and the factors listed in Regulation 8.01a.
2. Display items will be accepted for limited times only. In general, these periods will not exceed 30 days. Requests for a longer display period may be made to the Director or their designee.
3. No liability for loss of, or damage to, display items is assumed either by the Library or by the City of Boise. Exhibitors are advised to carry their own insurance; such insurance should indemnify exhibitors for the entire value of items to be displayed at the Library.
4. In the event that the owner of the display does not reclaim it within 30 days of the ending date for the loan, the Library will make every effort to sell and dispose of the property in accordance with applicable Idaho law.
5. A display application form, available as Exhibit 8.01b, must be completed, signed, and on file with the Library before a display will be approved.

Document Type:	Regulation
Number:	8.01a
Effective:	03-01-2011
Revised:	09-14-2022
Last Reviewed	06-05-2024

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### DISPLAY CASES

Upon completion of the display form, available as Exhibit 8.01b, and approval of the Director or their designee, displays of crafts or artifacts will be scheduled by the Director or their designee.

Approval of materials for display shall be determined by the Director or their designee based on the factors below:

- a. relation to Library programming;
- b. relation to Library initiatives;
- c. relation to materials in the Library's collection the Director or their designee would like to emphasize;
- d. relevance to issues of local, national, or global concern;
- e. general interest to the community;
- f. quality of the materials; and
- g. availability of space.

It is the responsibility of the individual or organization using the cases to arrange and label the items.

Document Type: Exhibit  
Number: 8.01b  
Effective: 03-01-2011  
Revised: 03-01-2011  
Last Reviewed: 06-05-2024

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LOANED OBJECT DISPLAY AGREEMENT

Loan Agreement between the Boise Public Library and:

Owner: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_

Description of objects loaned for display or exhibition (quantity, appearance, condition):

\_\_\_\_\_  
\_\_\_\_\_

Borrowed on \_\_\_\_\_

To be returned \_\_\_\_\_

Owner's estimated value of loaned object(s) \_\_\_\_\_

Owner's insurance carrier and policy number: \_\_\_\_\_

I, \_\_\_\_\_, hold, covenant and agree to indemnify and  
(Owner or Owner's Authorized Representative)

save and hold harmless Boise City and Boise Public Library from and against any and all loss, damage, injury, liability and claims for loss, damages or injuries to persons or property or loaned object(s) arising out of the loan of the above-described object(s) to Boise Public Library for display or special exhibit purposes. If I have not physically reclaimed the loaned object(s) from Boise Public Library within thirty (30) days of the date to be returned specified above then I hereby authorize Boise City and/or Boise Public Library to sell and dispose of the loaned object(s) or to transfer said object(s) to another entity and waive any claims to the loaned object(s) or consideration received for the loaned object(s) by the owner, his/her heirs, assigns or those in probity with the owner. Whatever monies or other consideration Boise City or Boise Public Library has received upon sale or disposition of the loaned objects may, after being held in trust for a period of six (6) months, be deemed a gift to the Boise Public Library, free and clear of any claim on the part of the owner.

By executing this document, I agree to the terms stipulated above and hereby certify and swear that I am the owner of the loaned object(s) or the owner's duly authorized representative and that I am authorized to execute this document and enter into and bind the owner to the obligations cited herein.

Signed and effective this \_\_\_\_\_ day of \_\_\_\_\_, 20 \_\_\_\_\_ :

\_\_\_\_\_  
Owner or Owner's Authorized Representative

\_\_\_\_\_  
Boise Public Library Authorized Representative

Document Type:	Policy
Number:	8.02
Effective:	03-01-2011
Revised:	09-14-2022
Last Reviewed:	06-05-2024

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### BULLETIN BOARDS

The Library may make informational materials available to Library users on Library bulletin boards or in dedicated areas. The Library bulletin boards are intended to provide the community with timely information about local cultural and educational events, local support agencies, and public announcements of general interest to the community. The Library does not advertise commercial endeavors unless the Library is a beneficiary of those endeavors.

Document Type:	Regulation
Number:	8.02a
Effective:	03-01-2011
Revised:	09-14-2022
Last Reviewed:	06-05-2024

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### BULLETIN BOARD GUIDELINES

Postings to Library bulletin boards are subject to the following guidelines:

1. Postings are limited to designated areas within each Library location as determined by the Director or their designee.
2. Posters, notices, and material for posting shall be submitted to Library staff for approval and, if posted, may be removed only by Library staff.
3. The Library Director or their designee may determine the suitability of a given item for posting based on the following factors:
  - a. relation to Library programming;
  - b. relation to Library initiatives;
  - c. relation to materials in the Library's collection the Director or their designee would like to emphasize;
  - d. relevance to issues of local, national, or global concern;
  - e. general interest to the community;
  - f. quality of the materials; and
  - g. availability of space.
4. All items may be discarded by Library staff upon a determination by the Director or their designee that the items will not be posted or upon their removal by Library staff.
5. Posters and notices with printed price charges may be accepted, but not those announcing events, services, or products designed to make a profit for a commercial enterprise.
6. Items for posting are received at the 3rd floor reference desk of the Main Library or at any service desk in the Library's branch locations. Individuals submitting these materials must leave a contact name phone number, and date of the event advertised.

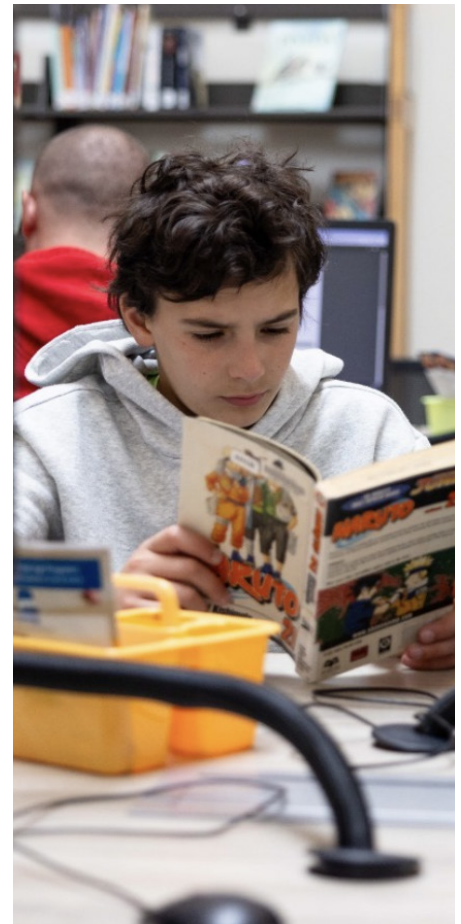




Library!

# Boise Public Library Facilities Plan

LIBRARY BOARD OF TRUSTEES DRAFT | 13 August 2025





GROUP 4

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## EXECUTIVE SUMMARY

Boise Public Library (BPL, the Library) has a mission to “provide access and opportunity for everyone by connecting people to ideas, information and community.” A department of the City of Boise, BPL is one of the city’s most cherished and appreciated services. Over the past year, more than 2,000 people per day on average visited a BPL location to check out materials (at least two items each), use a library computer or Wi-Fi, participate in library programs, or even just sit and read.

Boise’s last library facilities master plan has served as the road map for capital investments in libraries for more than 20 years. Based on that plan’s recommendations, four new branches were opened – bringing the total number of libraries in Boise today to five. During that timeframe, Boise’s population also grew by more than 30%, from 186,000 to 250,000 residents – in line with what was anticipated in the 2000 master plan – along with the community’s needs, interests, and priorities in library services. Regional planning sources project continued strong growth – with Boise’s population reaching 280,000 or more by 2045.

The City of Boise works to realize its vision of “Creating a city for everyone,” and has established strategic priorities including Opportunity for Everyone and Engaging Everyone to guide its efforts. In 2023, BPL published a *Strategic Framework for Impact* that described the “transformative changes including technology advances and fundamental alterations to the way we provide service.” One of the *Strategic Framework’s* key pillars is to Expand Access, with a priority to “create library spaces that are accessible and welcoming to all.” BPL and the City of Boise subsequently commissioned the development of a new library facilities plan to build on the *Strategic Framework*, identify needs, and guide future capital investments.





Engagement for this process included Community Listening Sessions at all BPL locations.

*“The Boise Public Library is one of my favorite things about Boise. Keep up the good work!”*  
– community survey respondent

*“I love the library and am so glad we have such a vibrant library presence in our city.”*  
– community survey respondent

## SUMMARY FINDINGS

This library facility planning process engaged more than 2,500 Boiseans in dialogue about the vision for its future library spaces and facilities. The community expressed a strong desire for BPL to continue providing high-quality core services – including a healthy, growing collection as well as robust programming for all ages. The community also shared its need and vision for significantly more spaces and places to gather, collaborate, work, study, participate in programs and activities, and build a strong future together.

Assessment of Boise’s library facilities found them to be attractive, well-maintained, and deeply valued by the communities they serve. Mapping of library-use data showed that residents throughout Boise can and do access multiple BPL locations – and not always just the one closest to home. Boise residents also access the services and collections of other Lynx Library Consortium members in the region – including the libraries of Garden City, Ada County, Eagle, Meridian, and more.

Despite the last 25 years of investment, BPL’s library facilities do not provide enough space to meet the community’s needs and interests in library services now and into the future.

- At 8,300 and 12,200 square feet respectively, the leased Hillcrest and Collister library spaces are simply too small to meet community needs for seating, collaboration space, technology, and resources.
- While larger than the leased branches, the Bown Crossing and Cole & Ustick libraries demonstrate clearly that 15,000 to 16,000 square feet still isn’t enough to support the range of spaces and services that BPL wants to offer in a full-service branch. Future renovation of these libraries could consider opportunities to reorganize interior spaces to better meet community service demand. Expansions opportunities are limited on these library sites.
- Like multiple previous studies, this planning process found that the deficit of space at the Downtown Library significantly limits not just the delivery of public service at that location, but also its support for library services, operations, and collections citywide. The city’s recent and planned renovations of this building are necessary to address maintenance needs and optimize modern library service delivery within the limited available space. However, the shortage of space in this 79,400-square-foot building cannot be remedied through renovation alone.

Boise’s current library space meets approximately 70 to 80% of the community need for today’s population, and with future population growth will meet 65 to 75% of need.

RECOMMENDATIONS

In order to provide the 45,000 to 75,000 square feet of additional library space needed by 2045, the following library facility strategies are recommended priorities for Boise during the next 10 years:

- The Collister and Hillcrest branches should be relocated and expanded to at least 25,000 square feet each. New construction, adaptive reuse of existing buildings, and joint-use facilities developed in collaboration with partners are all viable strategies that the city can choose to pursue to develop these facilities, in consideration of cost, funding and site availability, library service and operational needs, and patron experience.
- The Cole & Ustick and Bown Crossing libraries should continue to be kept fresh and welcoming for patrons by updating them for service and rebalancing space for customers, collections, and staff within the next 10 years.
- BPL’s technical services, courier, outreach, and other systemwide support functions should be moved out of the Downtown Library and into more appropriate space that enables staff to operate efficiently, collaborate effectively, and grow service to meet current and future Boise needs.

The existing Downtown Library building is inadequate to support the long-range vision for library service in Boise and should be expanded or replaced. While this facilities plan recommends prioritizing the above-described projects over the next 10 years, the City should be prepared to take advantage of opportunities that may arise sooner to expand the Downtown Library to meet the Boise community’s vision for library service.

In addition to these capital improvement projects, the city and BPL can leverage new service delivery strategies and partnerships to expand access and extend reach for Boise communities. Collection kiosks, book lockers, programming in partner spaces, and shared facilities are just a few of the strategies that BPL and the city can explore. Each of these will have an impact on library operating costs, but almost certainly less than a full-service branch.

Should the city choose to build additional full-service library branches, it is recommended that they be at least 25,000 square feet in size – the minimum size recommended for Hillcrest and Collister. The city would also need to increase BPL’s operating budget for each additional branch in order to avoid cutting hours and service at Boise’s other libraries.



*“The Boise community wants libraries to be places for people of all ages to feel welcome and safe while exploring information, technologies, and learning.”*

*– BPL staff survey respondent*





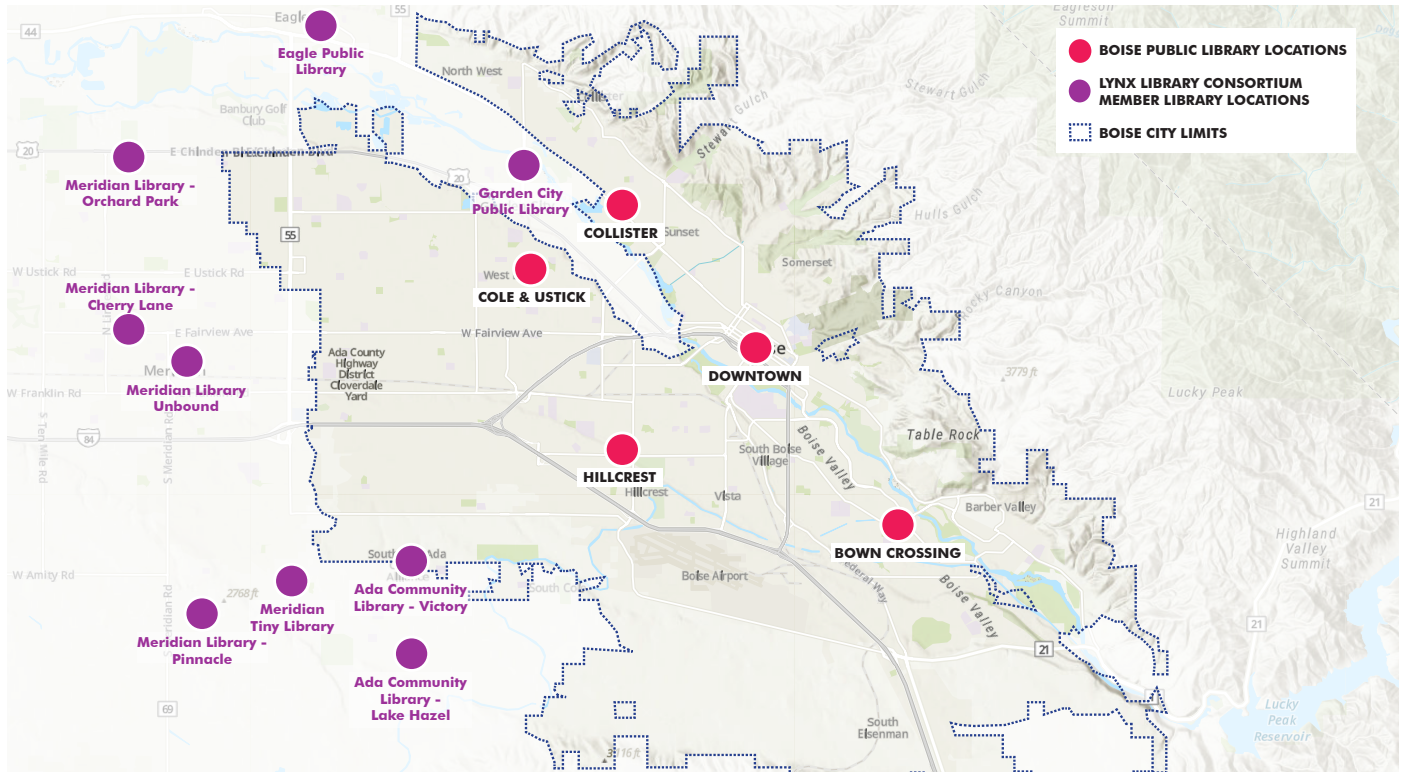
#### NEXT STEPS

This new *BPL Facilities Plan* is the first step toward the next two decades of library investments in Boise. Developing capital and operational funding strategies will be important in the implementation of the vision and plan. Other next steps include:

- **Develop a sequencing plan.** The order in which the city implements the recommended capital projects is still to be determined based on a variety of considerations such as funding availability, service continuity, and lease terms and availability of new sites for Collister and Hillcrest.
- **Acquire suitable sites.** The city will need to find new sites for the Hillcrest and Collister branches. In addition to undeveloped sites, the city may also consider acquiring existing buildings that can be converted into libraries.
- **Confirm and refine projects.** Each library capital project will require focused planning and design work to confirm and refine the construction scope and budget and incorporate climate action opportunities that advance Boise’s climate goals. The community should be engaged in each design process in order to ensure that the resulting work is aligned with Boise’s vision and values.
- **Build community awareness and support.** Boise is committed to and very effective at communicating with the public, and should continue to engage the community in dialogue about the needs, vision, and opportunities for improved library facilities. A community information and awareness campaign will also be needed for plan-recommended projects subject to the obligations of a 2019 city initiative requiring “...voter approval of the cost, financing, location, design, and size of certain Boise City library facility projects.”<sup>1</sup>

<sup>1</sup> <https://www.cityofboise.org/departments/city-clerk/city-elections/ballot-initiatives/proposition-1-2019/>





# INTRODUCTION + METHODOLOGY

A center of education, technology, and healthcare, Boise’s population has grown by more than 30% in the last 25 years and is projected to grow by another 13% by 2045. It retains current residents and continues to attract new residents with its high quality of life, beautiful natural environment, vibrant neighborhoods, and inclusive sense of community.

Since its beginnings in 1895 as a subscription library and free reading room in City Hall, Boise Public Library has been supporting and enriching the lives of Boiseans and enhancing the Boise community. BPL is a department of the City of Boise.

The Library continually evolves and innovates to meet the needs of Boiseans, with the mission of providing access and opportunity for everyone by connecting people to ideas, information, and community. The city fully implemented the last facilities plan for BPL, adopted in 2000, and created four new library locations to complement the Downtown Library. Today, BPL’s five locations – Bown Crossing, Cole & Ustick, Collister, Downtown, and Hillcrest – offer collections, technology, engaging programs, and more to residents across the city.

Boise Public Library is a foundational institution for the community’s success, both within city limits and in the broader Treasure Valley. BPL contributes to Ada Community Library operations near city-annexed and unincorporated areas in Southwest Boise, and as a member of the Lynx Library Consortium it shares resources with other library systems for local communities’ mutual benefit.

**CITY OF BOISE VALUES**

One city, one team for the greatest good.

There’s nothing we can’t do better.

Community experience with “Wow.”

**Strategic Framework for Impact**  
 The Boise Public Library Strategic Framework for Impact includes four Strategic Priorities for 2024-2029:

- EXPAND ACCESS**  
 Make our collections, programs, and services available when, where, and how people want them.
- INCREASE IMPACT**  
 Create valuable experiences for every resident and meet their needs at every stage of life.
- OPTIMIZE RESOURCES**  
 Modernize, strengthen, and streamline our operational capabilities.
- MEASURE VALUE**  
 Establish impact and performance metrics and use data for decision-making.

In 2023, BPL adopted a *2024-2029 Strategic Framework for Impact* based on robust community listening and engagement. One of the priorities identified in the *Strategic Framework* is Expand Access. A goal under this priority is to create library spaces that are accessible and welcoming to all, and success for this goal is defined as Boiseans benefitting from equitable access to comfortable, safe, and sustainable libraries in convenient locations.

Continuing the momentum built by the *Strategic Framework* development process, in 2024 the Library and the City of Boise’s Public Works Department initiated a process to create a new, “rigorous and inspiring” 20-year plan for the Library’s facilities. Objectives for the new facilities planning process included:

- Creating an adaptable plan for capital investments in library facilities over 20 years, including 10-year and longer-term priorities, that makes wise use of resources;
- Building on the *Strategic Framework* and the city’s plans and projections for community development and growth;
- Aligning with other city goals including its Vision, Mission, Strategic Priorities, and *Climate Action Roadmap*; and
- Engaging library staff, stakeholders, and the community.

**CITY OF BOISE STRATEGIC PRIORITIES**

- A Safe and Healthy City for Everyone
- A Home for Everyone
- Movement for Everyone
- A Clean City for Everyone
- Opportunity for Everyone
- Engaging Everyone

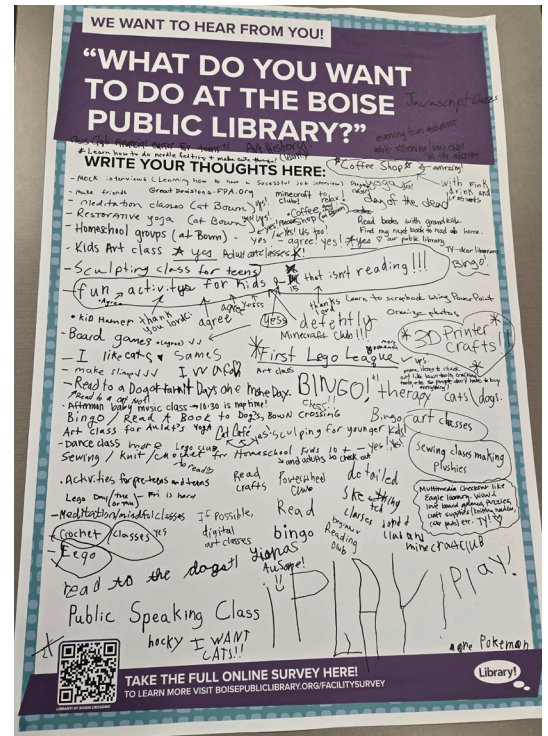
METHODOLOGY

This facilities planning process synthesized documents and data maintained by the Library and city with new information gathered through observations, surveys, community listening sessions, meetings with partner city departments, and meetings with the Library Board of Trustees and city council. The planning process did not include new technical analysis of the existing buildings, and relied on site visit observations, Boise Public Works Department and BPL knowledge of the facilities, and previously prepared technical analysis and studies.

The project was guided by a collaborative Project Management Team composed of Library, Public Works, Community Engagement, and Planning and Development Services leadership and staff. The Project Management Team met regularly to review project progress, confirm findings and recommendations, and make decisions.

Information and data used in the planning process came from a variety of sources, including:

- Tours of all five library facilities by consultant team members;
- Boise Public Library service metrics and checkout data, as well as checkout data from the Lynx Library Consortium;
- GIS mapping of BPL checkout data;
- Input from more than 2,300 community members and more than 120 Boise Public Library staff gathered through surveys and in-person strategies (see the Participation section);
- Blueprint Boise, Zoning Code, and Boise growth areas information provided by the City of Boise Planning and Development Services Department;
- City of Boise Council District Almanac (2024) and Neighborhood Almanac (2020);
- Community Planning Association of Southwest Idaho (COMPASS) population growth projections;
- Peer library data from the Institute of Museum and Library Services (<https://www.ims.gov>) and a gap analysis provided by the City of Boise Public Works Department; and
- City policies and plans, including the Strategic Priorities (2020) and Climate Action Roadmap (2021);
- BPL's 2024-2029 Strategic Framework for Impact;
- Downtown Library Master Vision for Interior Environments and preliminary first floor renovation plans (2024);
- Previous Master Library Facility Plan (2000);
- November 25, 2014 presentation on main library space needs by Godfrey's Associates and Architectural Nexus to the city council and Library Board of Trustees.



Community engagement activity poster with input from Bown Crossing patrons

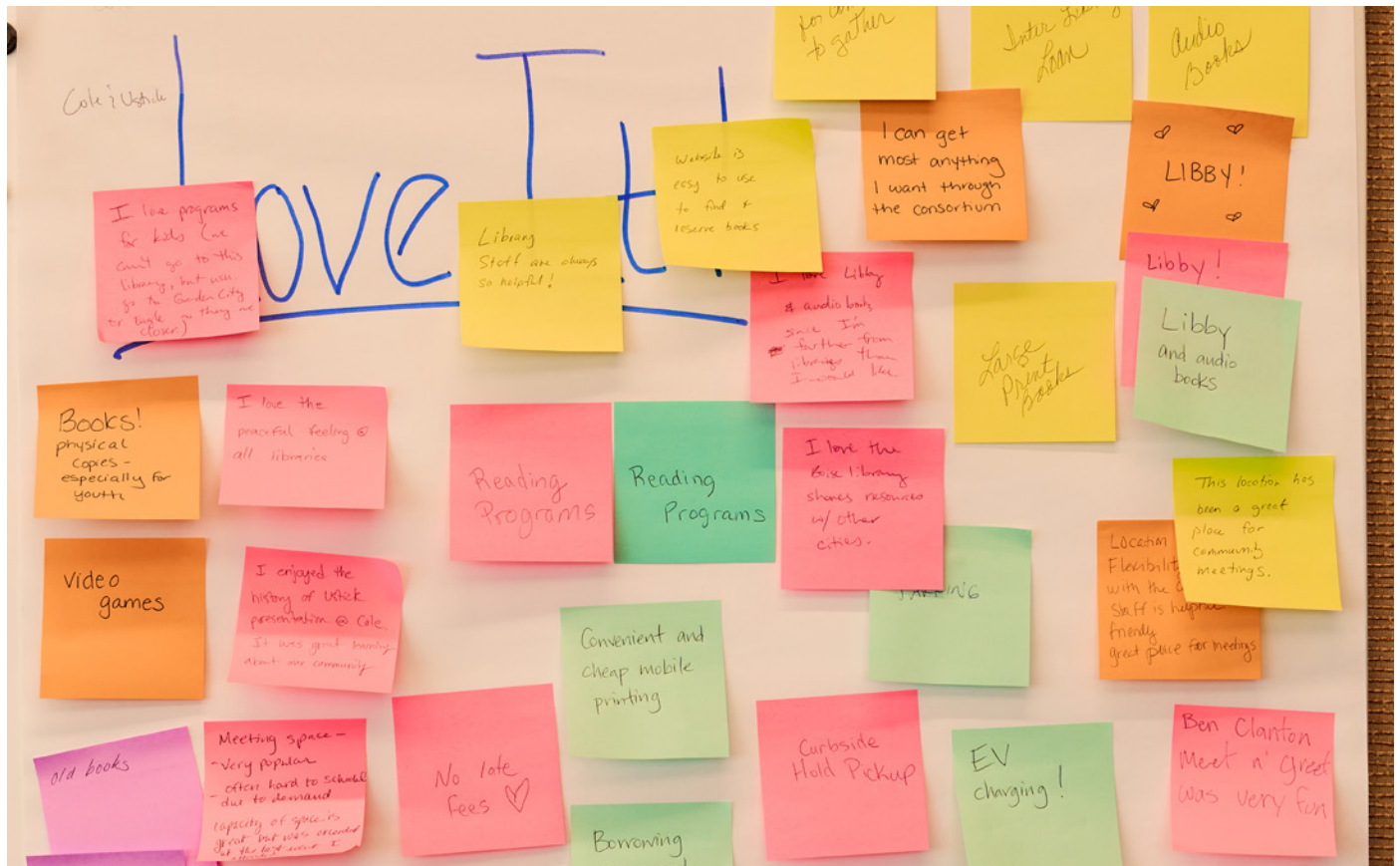




## PARTICIPATION

BPL's ensured that every community and staff member had multiple opportunities to provide input and that their insights and input were incorporated into the facilities planning process. Engagement with BPL and City of Boise leadership and staff, stakeholders, and community members included:

- An online community survey and in-person engagement activities in each BPL library in which more than 2,200 Boise residents participated;
- Community listening sessions in each BPL facility about the vision for Boise's library services and spaces;
- Outreach and engagement with Boise teens at local schools, Fort Boise, and teen hangouts;
- A BPL staff survey that gathered insights into the Boise community, library services, and facilities;
- Meetings with the Library Board of Trustees;
- A joint work session of the Library Board and the Boise City Council; and
- Meetings with representatives of the mayor's office and city departments including the Arts and History Department, Finance Department, Housing and Community Development Department, Office of Community Engagement, Parks and Recreation Department, and Planning and Development Services Department.



In all, more than 2,500 people contributed to this plan’s development. BPL and City of Boise staff, stakeholders, and leadership who participated in the formation of the Facilities Plan include:

**PROJECT MANAGEMENT TEAM**

- Jessica Dorr, Director, Boise Public Library
- Lindsay Erb, Senior Project Manager, Public Works Department
- Emily Johnson, Chief Administrative Officer, Boise Public Library
- Maria Weeg, Director, Office of Community Engagement
- Deanna Dupuy, Manager, Planning & Development Services Department

**BOISE CITY COUNCIL**

- Lauren McLean, Mayor
- Colin Nash, Council President, District 2
- Meredith Stead, Council President Pro Tem, District 5
- Luci Willits, District 1
- Kathy Corless, District 3
- Jordan Morales, District 4
- Jimmy Hallyburton, District 6

**LIBRARY BOARD OF TRUSTEES**

- Ron Pisaneschi, President
- Evelyn Johnson
- Reshma Kamal
- Brian Klene
- Nikki Trammel Pantera
- Rebecca Lemmons, Former Trustee

**BOISE PUBLIC LIBRARY STAFF**

- Renée Addington English, Branch Manager
- Joni Hansen, Branch Manager
- Joshua Letsinger, Communications Manager
- Heidi Lewis, Public Services Senior Manager
- Kate Radford, Youth Services Manager
- Huda Shaltry, Branch Manager
- James Souder, Library Data Analyst
- Kathy Stalder, Acquisitions & Technical Services Senior Manager
- Jen Villalobos, Branch Manager

**BOISE CITY STAFF**

- Travis Black, Budget Division Supervisor, Finance Department
- Maureen Brewer, Director, Housing and Community Development Department
- Joe Bruce, Affordable Housing Project Manager, Planning and Development Services Department
- Steve Burgos, Director, Public Works Department
- Zoe Clifford, Facility Project Coordinator, Public Works Department
- Matt Entinger, GIS Engineer Sr., Information Technology Department
- Adon Galindo, Real Estate Manager, Public Works Department
- Jen Hallyburton, Marketing and Digital Communications Sr. Manager, Office of Community Engagement
- Colin Hickman, Deputy Director, Public Works Department
- Doug Holloway, Director, Parks and Recreation Department
- Shivaun Korfanta, Library Marketing Manager, Office of Community Engagement
- Melinda McGoldrick, Operations Manager, Housing and Community Development Department
- Kristine Miller, Deputy Chief of Staff, Office of the Mayor
- Lindsay Moser, Public Engagement Sr. Manager, Office of Community Engagement
- Meghan Przybylski, Facility Project Coordinator, Public Works Department
- Maggie Smith, Senior Budget Analyst, Finance Department
- Jennifer Stevens, Director, Arts & History Department
- Jessica Szelag, Deputy Planning Director, Planning and Development Services Department
- Shawn Wilson, Director, Planning and Development Services Department





# BOISE VALUES ITS LIBRARY

Boise Public Library’s vision is to be where everyone in Boise goes to grow. BPL libraries are welcoming more people than ever – nearly 14,000 in-person visitors each week in its last fiscal year (October 2023-September 2024), and an 11% increase in total visitors over the previous year.

Boise is also growing: today the population stands at just over 250,000 residents, and local planning agencies project that Boise will grow by another 13% to reach a population of more than 283,000 residents in the next 20 years. The city’s *Blueprint Boise* comprehensive plan and Zoning Code will guide much of this anticipated growth to areas within city limits along key street corridors with high-quality transit service, including State Street, Vista Avenue, and Fairview Avenue.

BPL serves residents’ library needs currently through its five physical locations, its online and digital services, and through outreach activities like its programs in the park, home-based services, and presence at local events. The Library is also a member of the Lynx Library Consortium of Treasure Valley libraries, which allows Boiseans to use libraries operated by the nearby cities and library districts of Ada County, Caldwell, Eagle, Emmett, Garden City, Kuna, Meridian, Mountain Home, Nampa, and Twin Falls.







**AN AVERAGE WEEK IN 2024 FOR BOISE PUBLIC LIBRARY**

13,700 people visited a BPL location.

59 programs were offered and attended by more than 1,200 people.

More than 5,100 people used the library's Wi-Fi with their personal technology.

Nearly 1,600 people relied on the library's computers and laptops.

More than 31,400 physical materials (books, DVDs, video games, etc.) were checked out.

Nearly 18,700 digital materials were checked out.

Boise residents' high and increasing utilization of and appreciation for BPL's library services reflects the Library's success in meeting community needs and expectations as they evolve over time. Books will always be at the heart of the Library, and Boiseans love their library books and materials: in fiscal year 2024 library customers checked out more than 2.6 million items from the Library's collection – a 13% increase over the previous year. Digital materials made up 37% of all materials checkouts, and usage is continuing to grow among adult library users. Nevertheless, physical books and materials are still essential for youth and many adults.

Boise's libraries also offer a wealth of resources beyond books. They provide thousands of fun and educational programs, from regular offerings like storytimes to annual and special events like the Summer Reading Program and Boise Comic Arts Festival; access to computers and the internet that are utilized by more than 300,000 people per year; space to learn through play, read, work, hang out, and gather; information, resource, and research assistance; and more. In one community member's words, "Books are great, and all of the other programs and opportunities/places to meet up are so crucial."

And BPL supports local businesses and entrepreneurs as well: per the Urban Libraries Council, the estimated value of the Library's services to local enterprises was more than \$1.28 million in 2023.





Through community engagement for this plan and for the Library's *2024-2029 Strategic Framework for Impact*, Boiseans shared their values and priorities for their library services. Far and away their highest priority is early childhood education, school readiness and success, and youth and teen development – a priority that BPL supports with programs including baby stories and play, storytimes, music and movement, reading programs, activity programs and clubs, and more. One community survey respondent shared the impact of these programs on their family: “My kids have grown up through the programs there as well as worked on many school projects and summer reading programs.”

Following this top priority, a cluster of quality of life and community connection priorities ranked highly for Boise residents:

- Access to books, media, and information;
- More places to gather;
- Information and resources to support job and housing needs;
- More programs and activities to participate in as a community;
- Places to have conversations about important community topics; and
- Information and resources for health and well-being.



*“Families want engaging, active programs for kids and teens, and adults want programming that allows them to make connections with other people.”*

*– BPL staff survey respondent*

BPL staff members have observed these priorities in action in Boiseans’ use of the library. In the last five years, they have noted both the city’s increasing population and a growing demand generally for a range of library services, programs, and materials. More people are coming into libraries in person, and there is more demand for use of the library’s physical space – for programs, meetings, work/study, meet-up and play/activity (including for homeschooling families and groups), and active and quiet activities. Library staff are also engaging with more patrons experiencing social and economic challenges, including housing and housing affordability, employment, heating and cooling, and mental health.

With their on-the-ground experience and perspective, BPL staff anticipate that the next decade will bring:

- More need for the services and community resources the Library provides as a result of the city’s increasing population and economic variations among Boise households
- More need for youth programming, adult and senior programming, and community connection
- More demand on the library for physical space, leading to needs for more space overall, a wider range of meeting and study room sizes, and more space flexibility, and
- More need for the library as a comfortable space to go to during weather extremes.







## BOISE'S LIBRARY SYSTEM TODAY

Boise's library facilities work together with BPL's online and outreach services programs to provide citywide access to core services, programs, and a range of library spaces.

With locations on either side of the Boise River and north and south of Highway 84/184, Boise's four library branches provide convenient access for neighborhoods across the city. Boiseans can visit any BPL location to browse for materials, pick up holds, use a computer, attend a variety of interesting programs and events, and get reference or technology help from staff.

The Downtown Library supports the whole city library system:

- It houses more than 60% of the Library's total materials collection, provides more amenities, and supports a robust programming schedule with its auditorium and meeting spaces – drawing customers from throughout Boise.
- It also currently houses BPL's systemwide administration and technical services that support high-quality service delivery at every library location. While co-location of these functions is beneficial for convenient communication and collaboration, space constraints in the Downtown Library present some operational challenges (more on this later in this report).

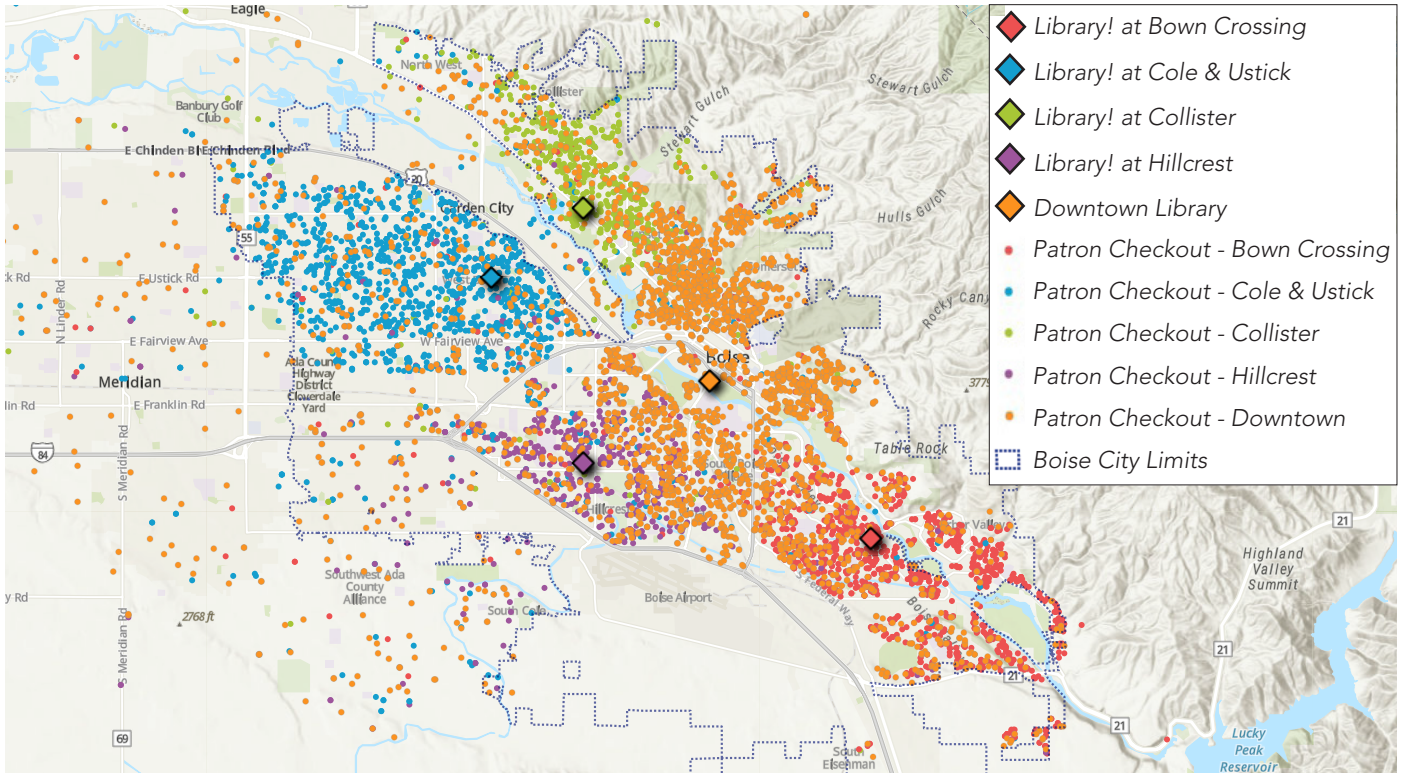
Boiseans can also visit neighboring member libraries in the Lynx Consortium to access services and physical materials. In 2024, Boiseans checked out nearly 188,000 items at Consortium libraries – equal to 18% of BPL's yearly physical checkouts.

*"My family regularly uses the local public libraries. We check out books and other items; we attend events hosted by our libraries; we participate in summer reading programs. We LOVE the library."*

– community survey participants

*"I appreciate the agreement to work with Eagle, Meridian, and Garden City libraries. Often they are as close and easy to use as Boise libraries."*

– community survey respondent



**BOISE'S LIBRARIES ARE WELL-DISTRIBUTED**

Conventional library planning wisdom has long assumed that people primarily use the library closest to their home. This was one of the foundational assumptions behind the vision for Boise's network of library facilities set forth in the 2000 Master Library Facility Plan. Given the growth and development in Boise over the past 25 years, it was fair for this new planning process to review whether this conventional wisdom still holds true today and look for possible barriers to library access.

Mapping library patron circulation data for in-person checkouts provides a picture of which library locations Boise residents visit. The city's GIS team developed maps based on anonymized BPL records of checkouts of physical materials during one week in April 2024, a sample which captured over 8,500 unique cardholders. Dots were placed approximately on each cardholder's registered address and color-coded to the BPL location from which they picked up and checked out their materials. The resulting maps show that residents throughout Boise can and do access BPL locations to check out materials.

Lynx Library Consortium data as well as community input gathered through this planning process confirm that Boiseans also take advantage of their access to nearby Consortium libraries in addition to using BPL locations. In 2024, Boise residents borrowed 265,000 physical collection items from Lynx Consortium libraries – including 57% of Garden City Public Library's loaned physical materials (more items than were loaned to all Garden City residents), 19% of Ada Community Library's loaned materials, 18% of Eagle Public Library's loaned materials, and 8% of Meridian Library District's loaned materials.





These patterns of library use demonstrate that Boise residents benefit from a robust ecosystem of library options and that the city is well-served by its current distribution of libraries, without significant barriers or gaps in access. At the same time, it is important to recognize that not every Boisean is equally mobile. For example, per U.S. Census data, around 9% of Boise’s renter households and 2% of homeowner households don’t have access to a car, instead relying on other forms of public and private transportation.

As Boise’s growth and development is expected to continue over the next 20 years, the City of Boise is prioritizing growth within its existing boundaries, focusing on small-scale infill in established neighborhoods and more intensive development along key corridors such as State Street, Vista Avenue, and Fairview Avenue. This approach supports a more efficient use of land and infrastructure and the City’s climate action priorities. As new housing and services are added in these areas, it is critical to align public investment with anticipated growth by improving access to amenities such as libraries, parks, schools, and transit near where people are living and working. Concentrating resources in these areas helps support vibrant, connected communities and reinforces the City’s long-term planning and climate goals.



**BOISE'S LIBRARIES ARE WELL-MAINTAINED**

The city's Public Works Department and Boise Public Library do a great job at keeping their library buildings in good condition and feeling welcoming for Boiseans. During consultant tours of BPL facilities, the buildings and grounds appeared generally well-maintained. Finishes and furnishings in interior public spaces were overall found to be fresh and bright.

(The Downtown Library has been undergoing phased improvements to address maintenance needs and make strategic updates for service and patron experience. Some spaces in the Downtown Library were in preparation for or under construction at the time of the consultant tours.)



*"[Bown Crossing] is always sparkling clean."*

*– community survey respondent*





**BOISE LACKS LIBRARY SPACE**

BPL’s library facilities provide 132,000 square feet of library space for public service and library operations. The high and growing use of these facilities reflects the skill and dedication of the City of Boise and BPL staff in creating welcoming, attractive spaces filled with community-responsive materials, services, and spaces. However, at a system level, BPL suffers from a significant shortfall of space for public service:

- **Boise’s libraries don’t have enough space to hold the collections and materials to serve community needs.** The Library is having to “weed out” books and materials from its collections that are still being checked out by customers to maintain a collection that is browsable and has space for displays within its available shelf space, rather than being jam-packed, while still providing space for people to enjoy being at the library and for library programs and activities. With the current space limitations on BPL’s collection size, Boiseans are going to Lynx Library Consortium member libraries, thanks to BPL’s consortium membership, to help meet their materials needs. BPL is a net-borrower within the consortium, with its cardholders borrowing almost four times as many books and other items from other consortium libraries in 2023 than BPL lent to consortium library patrons – 255,000 items compared to 66,000.

*Children’s areas such as at the Library! at Hillcrest shown above are easily overwhelmed by the number of children and families who come for creative play and learning.*

*“There is no room to grow collections and keep titles that have low use but still serve a need.”  
– BPL staff survey respondent*



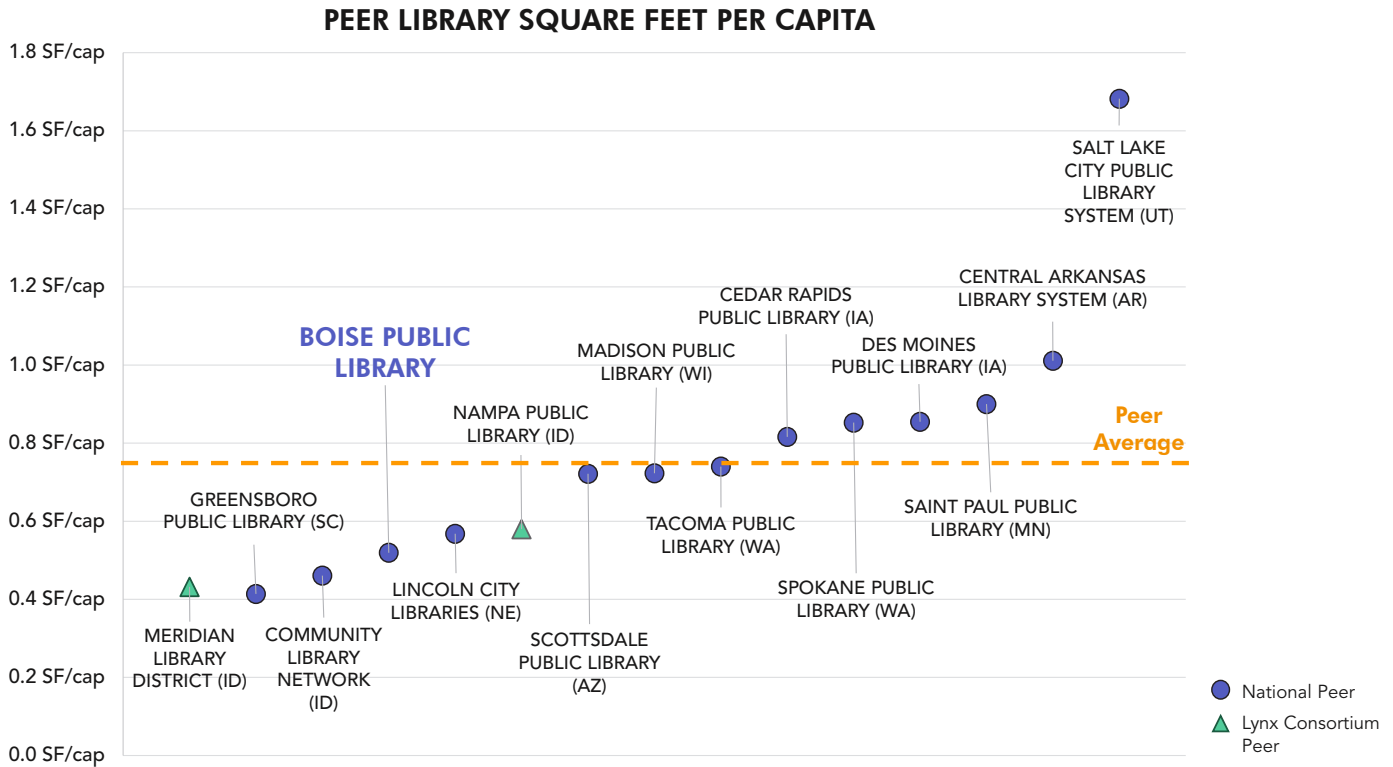
The Library! at Collister's "larger" meeting room above can accommodate only modestly-sized programs.

*"There is a desire for programming that is meaningful — in addition to our regular early literacy efforts, families want engaging, active programs for kids and teens, and adults want programming that allows them to make connections with other people. Families with children seem to really appreciate passive programming that provides engagement even when a structured program is not scheduled."*  
 – BPL staff survey respondent

- **BPL is struggling to meet demand for program and meeting space.** Many responses received through community engagement activities emphasized needs for fun, educational, and free activities for all ages and events and space for neighbors and groups to gather and connect. BPL's most popular programs draw large numbers of attendees, which its multipurpose rooms struggle to accommodate. The multipurpose rooms and smaller gathering spaces also support community needs for meetings and gatherings as well as programming. Library staff and community members alike have expressed the challenges they encounter trying to meet demand for these activities within existing library spaces and operating hours.
- **Boise's libraries don't have enough children's space.** BPL libraries do an outstanding job of creating inviting, engaging, and creative children's spaces. These spaces are popular and busy with kids and their caregivers, fostering active learning and imagination – and constrained by their size and some well-intentioned but challenging design elements to meet demand for activity space, seating, and robust children's collections on shelves that can be reached and browsed by Boise's youngest residents.
- **BPL is experiencing high demand for quiet and active use spaces.** As more residents than ever are coming to the library for a wider range of interests and pursuits, they are looking for spaces that support needs including quiet reading/work and active youth learning, using current and trying out new technology, seating for individuals and families, space for individual and group study, and space for meeting up with friends, neighbors, clubs, tutors, and caseworkers.

Boiseans just want to be at the library – enjoying the inspiring, respectful, and safe spaces that the library creates and the resources and community that exist there. But it is estimated that Boise Public Library has only 70 to 80% of the library space that it needed to meet community demand today.





**LIBRARY SPACE PER CAPITA**

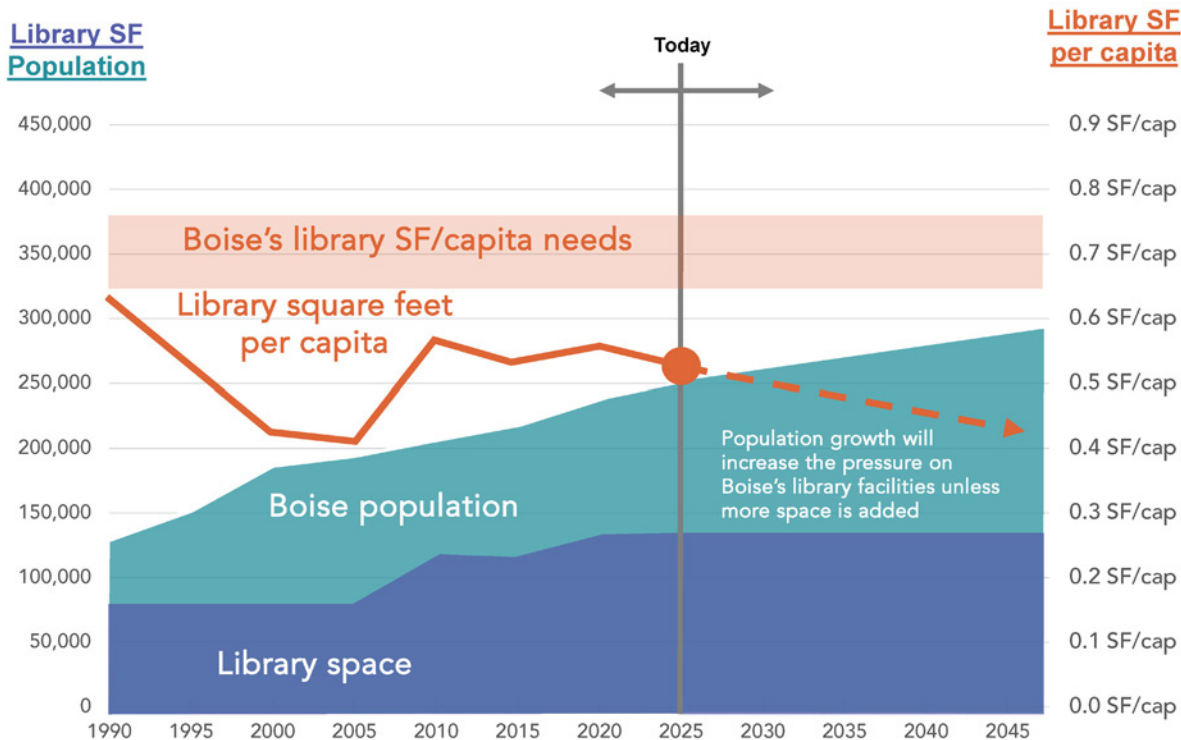
Community demand for library services and space tends to grow along with the population. For this reason, the ratio of library space to community size is commonly included in assessing library facilities and space needs. "Square feet per capita" is a standard library planning metric that can be used for context and comparison with peer libraries and communities as well as for establishing appropriate space planning targets for the future.

Boise Public Library's 2024-2029 Strategic Framework for Impact identifies a selected list of regional and national library peers to which BPL compares itself on various service and impact measures. Currently, BPL's five facilities provide about 0.52 square feet of library space per Boise resident – well below the average of these identified peers.

What these comparisons provide is insight into how higher levels of library space can support more library service to the community. For example, the city library of Madison, WI provides about one-third more library space per capita than Boise (i.e., about the amount of space per capita estimated that Boise needs for the current population). According to IMLS data, in 2022 the Madison Public Library had twice as many visitors and hosted twice as many library programs and events. Madison residents also have access to a 70% larger collection and more than twice as many library computers as Boiseans do.

*"I think we do as well as we can with the spaces we have. There isn't room for growth but the city is growing. There should be more room for growth."*

– BPL staff survey respondent



**BOISE'S LIBRARY NEEDS WILL CONTINUE TO GROW**

As Boise grows, its libraries will need to serve more residents. The city population is projected to reach more than 280,000 residents by 2045. Without additional space, the amount of library space per resident (“per capita”) will decline from 0.52 today to to 0.46 over the next 20 years.

At the same time, library collections will need to grow to meet the needs of more residents – particularly children, who continue to rely on physical books. Larger collections will require more space in Boise’s libraries just as more people are coming to the library to work, read, study, learn, play, and gather, use technology, and attend programs.

The needs and interests of the community also are expected to continue evolving and diversifying as well – a trend that has characterized society, technology, and library service in the 21st century. Alongside them, the Boise community’s library needs are changing as technology opens up new possibilities and practices and people adapt to changing life dynamics and circumstances.

As BPL strives to meet the needs and expectations of the community it serves, it adapts the services and resources it offers to expand community access, create valuable experiences, and increase its positive impact. Even in the relatively short time since the Cole & Ustick and Bown Crossing libraries opened, community needs have changed and BPL has responded with adjustments to both services and spaces. These changing needs and services will continue to place additional demand on Boise’s library facilities in the future.



## BOISE'S LIBRARY FACILITIES

This chapter provides more information about current Boise Public Library facilities, their service capacity and condition, and, where identified, potential improvement opportunities.

*"I'm grateful for your facilities and the people who staff them. The library system improves my life and the lives of a really diverse cross-section of our community. You provide a vital 'third space' in an increasingly sprawling, suburban metro area and an increasingly online society."*

*– community survey respondent*



# LIBRARY! AT COLE & USTICK



The Cole & Ustick facility is the sibling of the Library at Bown Crossing, with a very similar size, floor plan, and high level of community use – showing the impact and value of modern library facilities and good design. Built in 2009, the 15,300-square-foot library is a sunny, welcoming, and comfortable space that provides a good range of library services.

Near several schools and community shopping areas and reachable by transit, walking, and bicycling as well as by car, this library is an active community hub. The engaging programs at Cole & Ustick see high attendance, sometimes more than 60 attendees for a single program. Staff note that they could use more space for the baby storytimes and classes in particular, as well as storage for program supplies and meeting room furniture.

This library is also a popular destination for reading and studying, computer use, and connecting with others, with many seats occupied during a Tuesday afternoon visit. With high demand for quiet study space, the space originally intended as a children's storytime space has been furnished with tables and chairs as an additional quiet study area to supplement the library's conference room and study room. The adjacent children's area has many fans but not enough space and there is community interest in more play space and seating for children and caregivers.

**Library! at Cole & Ustick**

7557 West Ustick Rd., Boise

15,300 square feet

12% of BPL's library space

12% of BPL's physical collections

17% of total 2024 library visits

19% of total 2024 checkouts

20% of total 2024 computer sessions

13,500 program attendees welcomed in 2024





In the words of one community survey participant: "I would like to see the kids' area improved. There is a wonderful selection of books, but not enough seating to read with kids. Also my kids' would enjoy a larger variety of toys, and an improved play space."

Cole & Ustick users also have high materials checkouts and holds, and an automatic materials sorting machine is being installed to handle the volume and free up staff time for direct customer service. Staff shared that the current amount of materials shelving doesn't fully meet needs, requiring ongoing shifting around of collections and limiting collection expansion to meet community interests.

The Library at Cole & Ustick is holding up well and in good condition after 16 years of serving the community. Maintaining and keeping the library up to date over the coming years will ensure that the facility remains appealing and relevant to the community. When indications suggest the need for a refresh/renovation, the community can be engaged through the design process about their service and space priorities.



*"Cole & Ustick provides ample natural light, comfortable seating, and a good number of computer workstations."*

*– BPL staff survey respondent*

*[What would you change about Cole & Ustick?]*

*"Add three more study rooms."*

*– BPL staff survey respondent*

# LIBRARY! AT BOWN CROSSING



The Bown Crossing library, built in 2017, is the newest, largest, and busiest of BPL's four branches. The moderately sized, 15,900-square-foot library is located within a commercial area and adjacent to an elementary school, and is well-connected to the community.

The library's layout resembles that of the Cole & Ustick branch, and it provides a similar, range of library amenities in an inviting, modern, airy environment. Customers praise these amenities and the openness, natural light, and views of its main room, with its floor-to-ceiling windows at both ends, and come in high numbers to spend time at the library. A variety of areas and comfortable furnishings for reading, work, and computer use are arranged around the main room, which is somewhat inflexibly designed and can feel crowded at busy times. Some community survey respondents think the library's collection provides a good selection, though others wish for a wider selection.

Being so close to an elementary school and near other schools, Bown Crossing's children's area is very popular and well-used. Sharing as it does the open main room with patrons working and studying, though, noise compatibility challenges sometimes arise at busy times. Acoustic dampening treatments could make the library more comfortable for both quiet-seeking and active users.

## **Library! at Bown Crossing**

2153 East Riverwalk Dr., Boise

15,900 square feet

12% of BPL's library space

12% of BPL's physical collections

17% of total 2024 library visits

18% of total 2024 checkouts

9% of total 2024 computer sessions

12,000 program attendees welcomed in 2024





The library's two study rooms and a medium-sized meeting room support quiet space and community connection needs and are highly used all day long, and staff wish that there were more study spaces to meet community demand. Bown Crossing's programs, held in the multi-purpose room, attract the highest average attendance among the BPL branches. Community interest in using the multi-purpose room for meetings and gatherings is also high. The library is not able to accommodate all the requests it receives for meeting room use, and staff also share that there is more community demand for programs than meeting room availability.

The Bown Crossing library has proven to be a good investment by the City, and maintaining and keeping the library up to date over the next decades will ensure that that investment continues to pay off in positive community impact. When the library is ready for its next refresh/renovation, the community should be engaged about their highest needs for services and space.



*"The building is so nice!  
It has a nice variety of spaces and  
I like the small rooms you  
can utilize for work meetings."*

*"The community needs more  
meeting room and study rooms. And  
more programming — we need a  
dedicated programming room for  
library use so more programs can be  
offered, allowing another meeting  
room to be used for the public not  
shared with library events."*

– community survey respondents

# LIBRARY! AT COLLISTER



The Collister library opened in 2008 in a leased shopping center space on the State Street corridor. As the City of Boise advances long-range plans to transform State Street through transit-oriented investment and expanded housing and mixed-use development, the corridor is expected to experience significant population growth.

The 12,200-square-foot facility is known for the creativity of its children’s activities and community-led art projects that decorate the library, yet many community members and staff also describe the library as too small and outdated. It was remodeled in 2018 to provide two group study rooms and update the restrooms, and it received a new furniture layout as well that increased the space available for seating and activities. Nevertheless, the Collister library does not provide nearly enough space to meet community needs today or into the future. As one community survey participant shared: “I would like [Collister] to be larger. The staff, however, is very creative in using the limited space. It would be nice if it included some outdoor space.”

One critical service space lacking at the Collister library is a higher capacity multipurpose room capable of hosting a range of high-interest programs. Collister’s larger meeting room has a lecture-style seating capacity of 40 people (photo on page 19), yet 156 people came to the library for the 2024 summer reading program kickoff. Even when programs are held in the main

**Library! at Collister**

4724 West State St., Boise

12,200 square feet

9% of BPL’s library space

7% of BPL’s physical collections

10% of total 2024 library visits

9% of total 2024 checkouts

9% of total 2024 computer sessions

7,000 program attendees welcomed in 2024





room there is not enough room for all the program attendees that come to the library, and the library can become very noisy when children’s and teen programs are held.

The Collister children’s area is very small, which limits the library’s potential impact on early education and school success with four elementary schools and two junior high schools located nearby. The library’s collection is smaller than at other branch libraries too, taking into account the varying facility sizes, and community engagement participants made many requests for more materials. Staff and community members also report that the library does not have enough quiet use space, computer use space, or staff space to support the library’s community outreach and creative programming.

In addition to the library space limitations, there are building condition issues – including cracks in walls and ceilings and HVAC issues that result in unpredictable temperatures and debris in the library – that cause concerns among library staff and patrons. Substantially more library space and a more modern library facility are needed to provide high-quality library service for the long term in this diverse and growing area. The lease for the library’s space expires in early 2028, with an option for short-term lease renewal, which presents the opportunity to reenvision the Collister library in collaboration with the community.



*“All of our collections are constantly falling short of our patrons’ needs. Our study rooms are consistently full and our meeting rooms are often too small or overwhelmingly full during programs.”*

*– BPL staff survey respondent*

*“[Collister] feels really dated and run-down. The building isn’t very pretty, the lighting is harsh, and just overall it doesn’t feel current.”*

*– community survey respondent*

# LIBRARY! AT HILLCREST



The Hillcrest library is BPL's smallest location at 8,400 square feet in size. The facility was first opened in 2007 and was expanded and remodeled in 2018 to create the multipurpose room, partner space, study rooms, and colorful environment that exist today. While this location's dedicated staff do a remarkable job of creating a fun and inspiring environment and focus on the positive impact the Hillcrest library makes, its small size is a big missed opportunity in terms of community impact.

This location sees a high number of visitors compared to its share of Boise's total library space, which demonstrates the high library service demand in the community. Twelve schools (elementary, junior, and high) are located in the area between I-84, I-184, and the Ridenbaugh Canal, and the area is also home to many homeschoolers and senior housing communities. Yet Hillcrest has the smallest materials collection among BPL locations, a very small children's area, no comfortable space for the teens who come to hang out at the library, and very limited seating. Community engagement participants shared that they would like more space to enjoy being at the library – for adults, children, and teens – and to participate in the fun activities and programs offered, as well as a larger materials selection.

Among BPL branches, Hillcrest also has the second-highest computer use; on a mid-week, midday visit to the library, all of the library's PCs were in use. To help meet the community's computer access needs the library provides 10 laptops for patrons to check out, but places to use the laptops are limited in the library's small footprint and unmet demand still exists.

**Library! at Hillcrest**

5246 West Overland Rd., Boise

8,400 square feet

6% of BPL's library space

6% of BPL's physical collections

10% of total 2024 library visits

7% of total 2024 checkouts

14% of total 2024 computer sessions

6,000 program attendees welcomed in 2024





Staff also shared that the Hillcrest community could use more gathering activities but that the library frequently doesn't have the space to meet those needs, and that the community would love creative technology and outdoor spaces. The partner space near the library's entrance, which though occupied has been underutilized, could potentially provide a near-term opportunity for more gathering and activity space but will not meet the community's long-term needs. Under the Modern Zoning Code, additional housing development is now permitted along the Vista Avenue corridor, just 2 miles from the Hillcrest location, and in the vicinity of Fairview Avenue to the north and Boise Towne Square to the west. Growth in these areas is expected to bring more library service and space demand to the Hillcrest library.

The end of the lease term for the Hillcrest facility is coming up in mid-2027, with an option for short-term lease renewal. This opens up BPL, the city, and the public to explore options to meet the community's current and future demand for library services.



*"The Hillcrest library feels so small for the size of the community it serves."*

*– BPL staff survey respondent*

*"The community needs more space for a larger collection. Larger areas for children's or teen spaces. Any sort of outdoor / transitional space or courtyard (we will sometimes use the parking lot, but this is far from ideal)."*

*– BPL staff survey respondent*



# DOWNTOWN LIBRARY



Boise's Downtown Library building is nearly 80 years old. The four-story, 79,400 square foot building originally opened in 1946 as the Salt Lake Hardware Company (see photo to the left), and was later acquired and converted into a library by the city in 1973. The building and its parking lot occupy a full city block bounded by River Street to the north and by S. 8th Street and S. Capitol Boulevard to the west and east, respectively. With the Anne Frank Human Rights Memorial directly adjacent to the south and across the street from multiple museums and the Boise Rose Garden, the Downtown Library is part of a thriving cultural arts district.

## Downtown Library

715 South Capitol Blvd., Boise

79,400 square feet

63% of BPL's library space

61% of BPL's physical collections

46% of total 2024 library visits

45% of total 2024 checkouts

48% of total 2024 computer sessions

24,000 program attendees welcomed in 2024

The Downtown Library is a destination for patrons throughout Boise. It welcomes an average of more than 900 patrons per day to study, gather, learn, access technology and a wide range of materials, and participate in programs and events. The Downtown Library has more space for additional amenities than Boise's branch libraries – like a tele-appointment pod, more study rooms, a teen space, a local history collection, a Friends of the Library bookstore, a community resource coordinator office, and more.

At the same time, community and staff input indicate that the amount of library space at the Downtown Library is not meeting community needs. Shortcomings include insufficient auditorium capacity for the most high-interest events; not enough space for youth programming, collections, and active learning; too





little seating for adults; and too few study and meeting spaces to handle demand. Tall shelving is used on the second and third floors to accommodate the collection in limited space, but this presents accessibility challenges for some patrons and contributes to an environment that feels cramped rather than open.

The Downtown Library also plays an important support role for the whole BPL system as well as providing direct public library service. Although the Downtown Library accounts for less than half of BPL's circulation of physical materials, more than 60% of BPL's collection is housed here. BPL's support services groups located Downtown include Administration, Acquisitions and Technical Services (which includes the library courier service, which delivers materials between locations), Circulation (which includes Home-Based Services), and Youth Services. Most of these essential teams are straining to operate in the space that they have available today, which is too small to fully meet their needs.

For a variety of reasons – including the cost of staffing each public service level – the fourth floor of the Downtown Library is not open to the public. Instead, the fourth floor houses a variety of non-public uses including the Learning Lab, a non-profit providing educational and literacy training for disadvantaged children and adults; and book sale storage for the Friends of the Boise Public Library.



*“Downtown Library needs a more spacious meeting room. I attend the Friday AM storytime with my kids and that room is PACKED! I also wish there was a more designated space for young children 0-2 years old.”*

*– community survey respondent*



*"I would like the Downtown Library to be a more updated welcoming space with places to relax, read, meet with friends. A space big enough to house all of the library's materials so they are accessible, more programming for all ages, an option for indoor and outdoor seating with refreshments available, lots of natural light, a building that better reflects the community."*

– community survey respondent

*"I would love to see something inspiring, modern, creative, etc. We need it. I love to use our branch up on Ustick, but it doesn't replace having a downtown library that can serve people of all ages and abilities."*

– community survey respondent

In order to expand Youth Services staff work space on the first floor, BPL's Acquisitions and Technical Services functions have recently been moved up to the fourth floor as well. As these functions receive, process, and redistribute a large amount of materials and equipment, they typically want to be located on the ground floor and as close as possible to the loading area; an upper floor is far from ideal. Compounding the operational inefficiency is that there still isn't enough space on the fourth floor for these functions.

It has been clear for more than a decade that the Downtown Library is insufficient to meet current and future needs. A 2014 study found that Boise's Downtown Library provides less than two-thirds the amount of space needed. Boise's population has grown more than 15% since that report was published, and that growth will continue in the coming decades – further increasing the demand and pressure on the current Downtown Library.

In the meantime, the City of Boise has been reinvesting in the current building to address deferred and life-cycle maintenance needs, improve accessibility, and create staff work space on the fourth floor. Additional improvements to modernize service and provide a more welcoming environment on the first floor are in the planning stages.

Themes about the Downtown Library from community engagement input include desires for:

- An inspiring, modern space with a strong connection to the Boise River and greenbelt;
- More space for people and a variety of activities;
- More space, seating, and tables for individual reading and work; and
- More meeting space in a range of sizes to support programs, gatherings, and study, with better noise attenuation.

There may be opportunities to meet some of these needs within the existing Downtown Library building through renovation. However, an expanded Downtown Library will eventually be necessary to accommodate all of these community priorities and support Boise's growing library service needs for the future.





## RECOMMENDATIONS

This report documents the vision for library facilities in Boise and the recommendation that Boise target an overall library space range of 0.65 to 0.75 square feet per capita, which will give the community more space for a collection that grows with the population, seating and technology, study and collaboration spaces, and children and families. The related capital improvement recommendations for each library are split into two timeframes: priority projects for the next 10 years and projects with a longer anticipated development timeline. Implementation considerations are discussed in the next chapter.

*Relocating and expanding the Library! at Collister (above) is a recommended priority project.*

### PRIORITIES 2026-2035

The following library facility strategies are recommended priorities for Boise during the next 10 years:

- The Collister and Hillcrest branches should be relocated and expanded to at least 25,000 square feet each. At this size, these libraries will have more capacity for the core services, collections, and spaces that they currently provide. They will also have space for new destination programs and spaces that are not currently available in Boise's libraries, such as creative learning classrooms and vibrant teen spaces. (These examples are not specific recommendations; the program and design for each branch should be developed in collaboration with the Boise community.)
- The Cole & Ustick and Bown Crossing branches were an excellent investment by the city and should continue to be well-maintained. In addition, it is recommended that the city plan for a modest service renovation at each location. Ten years is a typical interval for a service renovation to ensure that branches are up to date with respect to both community priorities and library operations. The Library! at Cole & Ustick opened 15 years ago and is due for a service review. The Library! at Bown Crossing opened in 2017. The community should be involved in the process of reimagining programs and space at each branch.



**2045 VISION**

While this master plan recommends prioritizing the above-described projects over the next 10 years, the city should continue to look for and be prepared to take advantage of opportunities that may arise sooner to implement the following recommendations:

- Relocate BPL's technical services, courier, outreach, and other systemwide support functions to space that enables these staff to operate efficiently, collaborate effectively, and grow service to meet current and future Boise needs. While these functions benefit from a reasonably central location in the community, they do not necessarily need to be downtown.
- Expand or replace the Downtown Library. It is clear that the current facility is inadequate to support library service in Boise even today, and will continue to struggle as the community grows. This planning process found that the current Downtown Library is at least 30% smaller than what is needed today, but additional study will be needed to develop a specific recommendation for its future size.

**LIBRARY DESIGN CONSIDERATIONS**

- **Facility Size.** This plan recommends that new facilities have a minimum size of at least 25,000 square feet, based on the high community demand experienced at Boise's 15,000 to 16,000 square-foot facilities and on Boiseans' desires for modern library services and amenities. Amenities that a library facility in the size range of 20,000 to 30,000 square feet can accommodate include: a very-high capacity, divisible program space; a second large program space; a creative classroom or specialized education space; and/or space for partner organizations. Specific library space programs can be determined as projects are funded and designed.
- **Specialization.** Boiseans' openness to finding different services and spaces at different BPL branches was explored during the Community Listening Sessions held for this planning process. For example, would patrons be receptive to having (and traveling to) a creative classroom at just one branch library? Such a strategy would allow BPL flexibility in expanding its range of services and special spaces. Session participants generally felt comfortable with services and spaces tailored to the needs and opportunities at each branch library, and did not think that something special provided at one branch needed to be provided at all branches. To best capture community library needs near the time of library capital project implementation, specialization can be further explored with the community during the project design phase.
- **City of Boise Plans and Strategic Priorities.** As library facilities projects move into the design phase, the city and community can tailor the building and site plans and building systems to advance Boise's *Climate Action Roadmap* goals, implement its Strategic Priorities, and support other relevant plans and policies.



**OPPORTUNITIES TO EXTEND REACH**

Over the course of the next 20 years, the city may wish to evaluate other opportunities to extend the reach of BPL’s network, such as (but certainly not limited to) those listed below. These types of strategies can have diverse benefits, including expanding access in areas where residents feel there is a gap. Note that each of these strategies will have impacts on library operating costs, and the evaluation of each opportunity should include careful consideration of BPL’s budget and resources.

- **Additional full-service branch locations.** Should the city choose to expand Boise’s library system to more than five staffed locations, it is recommended that new full-service locations be at least 25,000 square feet – as for Collister and Hillcrest. Additional branches are likely to have the highest impact on BPL’s operating budget of any single extended access strategy.
- **“Unstaffed” strategies.** Book lockers, materials vending, and computer kiosks are just a few of the growing range of methods libraries are using to extend access to materials and technology both in libraries and in other community locations. Depending on the quantity and type, such methods tend to have a fairly nominal impact on library operating costs.
- **Partnerships.** There is also a wide range of models for expanding the library’s access and reach by delivering programs and services in partner spaces and facilities. Models where partners are hosted in library spaces – for a few hours or on a long-term basis (such as at Boise’s Downtown Library) – also benefit libraries by building awareness within the partners’ customer base.



#### LYNX LIBRARY CONSORTIUM MEMBERSHIP

Boise Public Library's membership in the Lynx Library Consortium has proven to be a great investment, providing substantial benefit to Boise residents who visit, check out materials from, and attend programs at other Consortium member libraries. The Meridian Library District, Eagle Public Library, and Garden City Public Library locations are particularly popular with Boiseans and supplement library service access and capacity in the West Bench and West Boise areas, while Ada Community Library has two locations near Southwest Boise. Through visits to Consortium libraries and holds requests placed through BPL, Boiseans have access to over 1 million collection items in addition to BPL's 325,000 collection items, including many older and back catalog items that are currently held by member libraries.

BPL should continue its membership in the Lynx Consortium so that the Consortium can continue to provide ongoing enhanced library service access for Boise and the broader Treasure Valley.





## IMPLEMENTATION CONSIDERATIONS

This plan report is intended as a framework to guide and support the City of Boise’s long-range strategy and decision-making about funding, site acquisition, project timing and partnerships, and other considerations for the recommended projects.

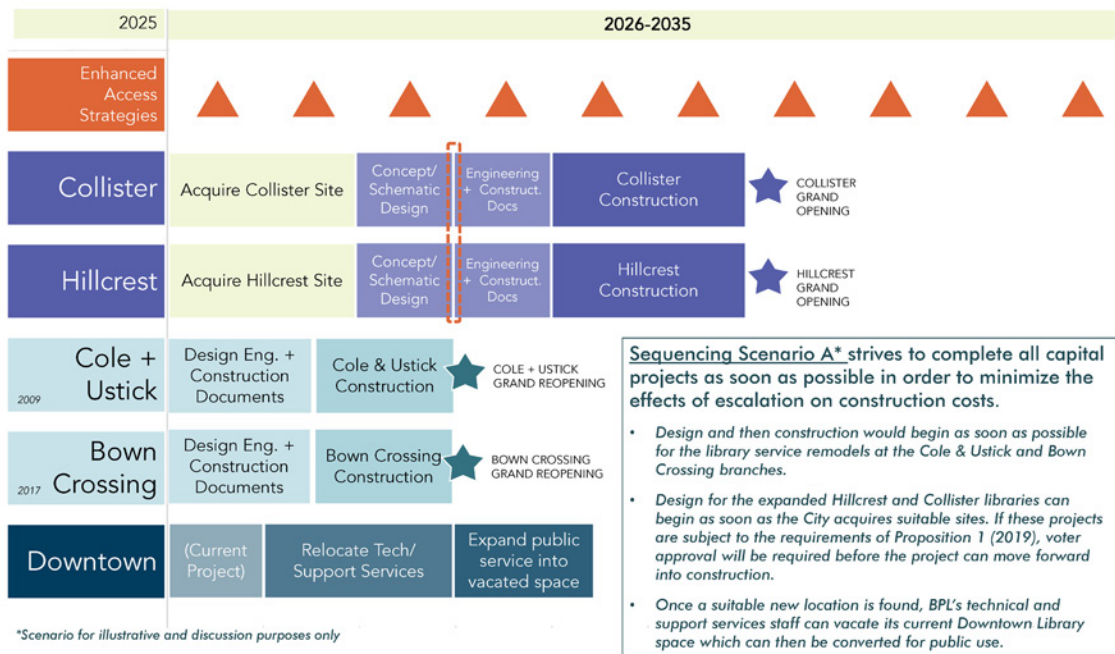
The projects recommended in this plan are aspirational, with many decisions ahead to confirm and refine the scope, scale, design, and development timeline for each project. This chapter discusses some of the considerations and next steps associated with implementation of the recommended projects.

### CAPITAL PROJECT BUDGETING

To support the city’s long-range planning, rough order of magnitude budgets have been developed for the recommended capital projects, including site and building construction costs, owner costs, furniture and equipment allowances, etc. Contingencies have been included to account for some project unknowns (for example, nothing has been designed yet), but may not be enough to cover every cost associated with the project. Escalation has not been included as development timelines have not yet been established.

The capital budget information has been provided in a separate technical memorandum that has more detail about the budgeting methodology and that can be updated more easily than this report. The city and BPL should review and update capital budget information regularly to reflect evolving project opportunities, design refinements, anticipated construction timing, changing market conditions, and other variables.

# SEQUENCING SCENARIO A\* Minimize effects of escalation



## PROJECT TIMING

Funding is essential for developing specific implementation timelines. Because funding strategies and availability have not yet been confirmed for the recommended projects, implementation timelines have not yet been developed.

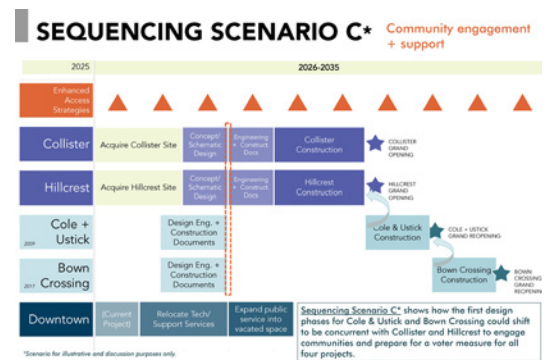
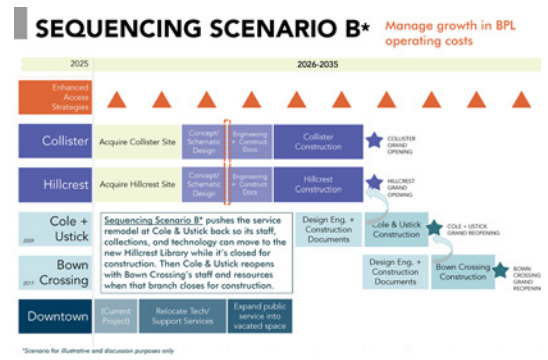
In addition to funding availability, other considerations for future development of the sequence and timing of these projects may include:

- **Mitigating escalation.** Local, regional, and national construction markets have seen significant escalation in recent years, and sources suggest additional escalation ahead. It is doubtful that these capital projects will ever be less expensive than they are today. The sooner the city can move projects forward, the lower the impact that future escalation will likely have.
- **Addressing community needs.** Prioritizing replacement of the leased Collister and Hillcrest library spaces with expanded branches will significantly boost community access and service. They also can support new services and spaces that aren't provided in Boise's current library facilities.
- **Maintenance needs.** For Cole & Ustick and Bown Crossing, it may be logical to schedule service renovations to coincide with moderate to major life cycle maintenance improvements that may interrupt library service (as applicable), such as roof replacement, interior finish replacement, mechanical system upgrades, etc.



- Managing operating expenditures.** Larger libraries typically require more operating resources than smaller branches. While larger Hillcrest and Collister libraries will eventually need more staff, collections, technology, etc. than the current small branches, the City may be able to phase projects so that they can be moved and shared until the entire capital program is complete. (For example, if a service remodel of Cole & Ustick is scheduled to begin just after the new Hillcrest opens, it may be possible to temporarily move Cole & Ustick’s staff, collections, etc. to the new Hillcrest – thus delaying the need to hire staff and build up the opening day collection.)
- Avoiding simultaneous closures.** Taking a library offline temporarily during construction will likely increase use and demand at the other BPL (and Lynx) locations. Coordinating library capital projects to manage shifting usage levels and ensure sufficient available service capacity will help customers and staff through the inevitable but ultimately rewarding disruptions.
- City and BPL management capacity.** BPL, in collaboration with the Boise Public Works Department team, should consider the feasibility of managing multiple design and construction projects at the same time.
- Voter approval.** In the November 2019 election, Boise voters passed Proposition 1: Boise Voter Approval Requirement for Library Development Initiative which requires “...voter approval of the cost, financing, location, design, and size of certain Boise City library facility projects.”<sup>1</sup> For projects recommended in this plan that may be subject to this requirement, project timing-related factors include that the package put before the voters is required to include some level of design, and that the vote must be held on “an official election date.”

Other considerations include community support, timing and availability of funding, and taking advantage of well-aligned opportunities as they arise.



The sequencing scenarios shown above and opposite are meant to illustrate how certain factors (e.g., minimizing escalation and managing operating expenditures) could inform the development of a phasing plan once funding and implementation strategies are confirmed for the plan-recommended projects.

1 <https://www.cityofboise.org/departments/city-clerk/city-elections/ballot-initiatives/proposition-1-2019/>

**SELECTING SITES**

Acquiring appropriate sites can be one of the most challenging steps in developing new libraries. As the city evaluates potential new sites for the relocated and expanded Collister and Hillcrest libraries, considerations and criteria may include those listed below.

- The site is large enough for the building and site program.
  - » A minimum of 1.5 acres is recommended to comfortably accommodate a single-story building of 25,000-30,000 square feet plus usable outdoor spaces, hardscape (e.g., sidewalks, entry plaza, delivery area, staff parking), and landscaping.
  - » For on-site patron parking, an additional 0.6 to 1.0 acres is recommended for up to 100 surface parking spaces. Locations near transit, shared parking, and other strategies could mitigate this additional site space need.
- The site is prominent, highly visible, and well-located within the community it is intended to serve.
- The site is located along major transportation routes (current or planned), including public transit and bicycle as well as vehicles. Doing so can support climate action efforts to reduce vehicle trips.
- Site proportions can accommodate a building floor plate that supports modern library service and efficient operations. Generally speaking, libraries smaller than 30,000 square feet should be single story, if possible, given site development opportunities and constraints. Multi-story libraries should strive for as few floors as possible.
- Site topography supports universal access and an inclusive experience for all visitors.
- The site is zoned (or can be re-zoned) for development as a library.
- Adjacent uses are compatible and complementary with a library.
- A library is compatible with the community's development plans and expectations for the site.
- Cost to acquire the site.
- Costs to improve/expand utilities and infrastructure (e.g., water, power, sewer, access) as needed.
- Costs to remediate poor soil, hazardous materials, or other unique conditions, if applicable.
- Availability of existing structure(s) on the site that can be adapted for reuse as a library (see Alternatives to All-New Construction below).
- Potential for high-value partnership for acquisition, development, and/or ongoing operations.



### ALTERNATIVES TO ALL-NEW CONSTRUCTION

It should be noted that “ground-up” all-new construction on a clean site is not the only way to build new libraries. Existing facilities with large, flexible, and open floor plates – such as grocery stores, drug stores, retail bank branches, and even commercial offices – can be relatively simple to convert into welcoming, flexible, and beautiful libraries. Retail and commercial facilities often also have the additional benefit of high-profile locations with good parking and transit access. And all other things being equal, reusing an existing structure is a fundamentally more sustainable strategy than starting from scratch.

That said, not every building can be easily or appropriately converted for modern library service. There have been many less-than-successful attempts to convert unsuitable buildings into public library facilities – older civic and school buildings, historic homes, and other cherished community assets, to name just a few. Making older buildings accessible and welcoming for all visitors can be a difficult and expensive challenge, as can redesigning them to support modern library service and operations.

For relocating BPL’s systemwide support functions (such as technical services), it would be important to find a relatively central location with excellent access to major transportation corridors. Other library systems have had success in acquiring and converting existing facilities such as warehouses, distribution centers, manufacturing buildings, etc. into operations centers. These kinds of facilities tend to have good access to transportation corridors as well as loading docks to support frequent shipping and delivery functions.

The city and BPL should evaluate all adaptive reuse opportunities carefully to confirm that they support Boise’s vision of library service, space, operations, and patron experience.

**PARTNERSHIPS**

As a department of the City of Boise, BPL is well-positioned to partner with other departments on shared space solutions. Not only can well-planned joint-use facilities provide greater return on the city’s capital investment than separate standalone buildings, but they also are very popular and can deliver more service.

Past planning efforts have explored the possibility of joint facilities with other departments including Parks and Recreation and Arts & History. While library development on land designated for park use is not permitted, other viable partnership opportunities may arise. Collaboration with the city’s Housing and Community Development Department, which develops affordable housing, could also be a win-win – libraries in other communities have been successful ground-floor tenants or condo owners in mixed-use housing developments.

**ENGAGING THE COMMUNITY**

All library projects provide opportunities to engage the community in their planning and design. Involving library users and the broader community in building the vision, values, and priorities for each project will result in the best, more community-responsive project outcomes.